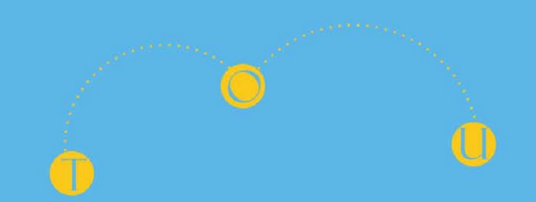


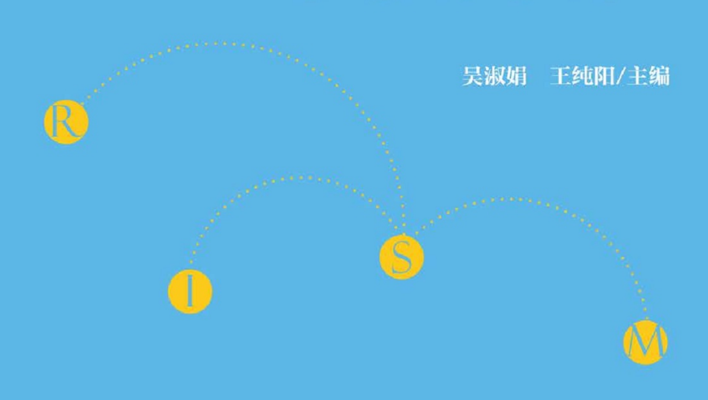
"十三五"高等教育规划教材

高等院校旅游专业"互联网+"创新规划教材



旅游英语实用教程

吴淑娟　王纯阳/主编





说　明

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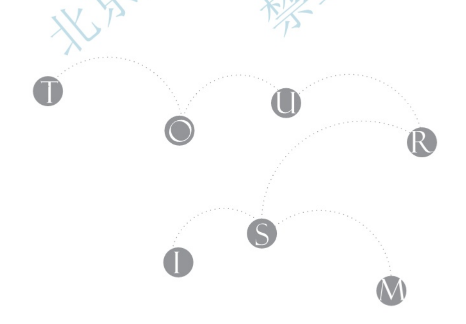


高等院校旅游专业“互联网+”创新规划教材

本教材获“广东省旅游管理专业综合改革试点项目（编号：6411）”资助

吴淑娟 王纯阳/主编

旅游英语实用教程





内 容 提 要

本书以培养高校应用型旅游管理人才的口语应用能力为目标，根据高校本科教学的实际情况，以广东省旅游业为背景，主要围绕旅游服务过程中的主要环节，按时间先后顺序，以邀请客人、准备接待客人、接待客人、入住酒店、会议服务、餐饮服务、旅游观光服务、购物服务、酒店退房、送客人和紧急事项处理为主题，共分 11 章。各章均包括导入、常用词汇和表达方式、示范对话、练习、补充阅读等内容。

本书可作为旅游管理专业师生教学使用，也可供旅游管理者、旅游研究者及从事旅游工作并且希望更多了解旅游专业知识的人士参考使用。

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Tourism in China has greatly expanded over the last few decades since the beginning of reform and opening up to the outside world. According to the prediction of World's Tourism Organization, China will become the No. 1 inbound tourist market and the No. 4 outbound tourist market. The world is on the cusp of a sustained Chinese tourism boom.

Along with the fast development of China tourism, the number of international guests is increasing. Demands for "tourism + English" inter-disciplinary talents are uprising. The class of Tourism Oral English is offered in many universities for the training of both English and tour guiding skills.

This book is compiled for the above purpose. It begins every chapter with a Lead-in, which gives a brief introduction to the subject; then, follows with useful words & expressions; and then the model dialogues. The part last but two is the tasks, which include questions for discussion, translations, and situational dialogue practices. The last part is supplementary reading materials, which are selected from the textbook of *Guangdong English Tour Guide*.

Arrangement like this is good for the training of oral English for tourism majors and English tour guides for the reasons below:

1. It provides useful words, sentences patterns and model dialogues, which are basics of oral expressions.
2. The various forms of practices can not only provoke the learners' thinking, but also train them in the accurate expressions of both Chinese and English.
3. Materials used in the last two parts are about Jiangmen City and Guangdong province, which is especially fit for learners in Guangdong province.

The book is completed with the support of projects of the Tourism Major in Wuyi University, without which; the publication of the textbook would be of little possibility. In addition, many thanks to students in Class 120118 and my dear friend, Ms. Anlin Lin, who gives me a big hand in translation and proofreading. At last, deep appreciation belongs to my dear husband, daughter and son. They give me motivations to go further and further.

Wu Shujuan

July 7, 2015

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Chapter 1

Invitations

Goals:

After learning this chapter, you will be able to:

- extend an invitation;
- accept an invitation;
- refuse an invitation.

Key Points:

1. The expressions of extending an invitation and persuading your guests to come.
2. The expressions of refusing an invitation politely.

I. Lead-in

Question: As a tourist dealer, inviting guests coming is the beginning of business, what shall he/ she pay attention to when doing this?

Successful business invitations should clearly identify the event's purpose and scope, contain clear event details and be in language suitable to potential guests.

The event details include the event's date and time, the location and directions, the purpose, the agenda, the keynote speakers and their topics, the cost to participate (if any), the cost and availability of food and drink, the cost and location of parking and any incentives for attending.

Speak to your audience. For example, if you are holding a job fair aimed at current students, you may want to use language that is upbeat and current, which will appeal to that age group and reflect positively on the organization. Alternatively, if you are inviting stakeholders to the annual meeting, the wording should be formal and dignified to reflect the nature of the event.

Identify whom you will invite to the event. Event resources are likely limited so to receive the most return on your event dollars, you will need to attract the right audience to your event, like an audience that is in the market for your products or services now or will be in the near future. Spend the necessary time updating and verifying guest lists to ensure key members of your target audience are invited.

Do send a written invitation. You need to decide whether you want to send the invitation by e-mail or by postal mail. An e-mail invitation will be quicker, less expensive and can be verified for delivery. However, an invitation sent through the mail adds a personal touch. If using an e-mail, choose a template that is not too heavy on graphics to ensure it can be opened quickly. Consider copying the invitation into the body of the e-mail so that invitees will see it immediately. Send invitations several weeks in advance to ensure maximum availability for attendance.

II. Useful Words & Expressions

1. Useful Words

available 有空的
occasion 场合
decline 拒绝
cantonese opera 粤剧
cancel 取消
unexpected 意外的
rain check 下次再约
appoint (尤指在时间或地点方面的)约定；确定
to make an appointment 预约

to confirm an appointment 确定约会

to change an appointment 改约

to keep an appointment 守约

to have an appointment with sb. 与某人有约

to cancel an appointment 取消约会

to reschedule an appointment 重新安排约会

to postpone/ put off an appointment 推迟约会

to call on 拜访

to be engaged 约会

2. Useful Expressions

1) Extending an Invitation

- Would you do me the honor of dancing with me?
- Would you do me the pleasure of dancing with me?
- Could I have the honor of dancing with you?
- Could I have the pleasure of dancing with you?
- Would you honor me with a dance?
- Could I have the honor of your company at dinner tonight?
- Would you honor me by coming to the party tonight?
- Would you come to our party, please?
- Would you like a cup of tea?
- Would you like to sit with us?
- Won't you come in and have a cup of tea?
- Shall we go there together?
- Do join me for a coffee.
- Do try to come.
- I'm going to pay a visit to the farm. Would you like to come?
- We'll be glad if you can come to our meeting.
- Will you join us for dinner?
- I'd very much like you to come to our party.
- What about a cup of tea?
- How about coming with us to the cinema?
- Why don't you come with us?



2) Refusing an Invitation

- I'm afraid I can't.
- I'm sorry. I can't.
- I'd like to, but my mother is ill.
- I'd very much like to, but I've already had plans for tonight.
- I wish I could, but I've promised to show Tom around.

- Thank you for asking me, but I'm not feeling well.
- If you don't mind, I'd rather not. I've got a bit of a headache.

3) Accepting an Invitation

- Yes. It's very kind of you.
- Yes. That's very nice of you.
- I'd very much like to. Thank you.
- I'd love to.
- I'd be glad to.
- That would be very nice.
- With pleasure.
- All right.

III. Model Dialogues

Dialogue 1 Extending an Invitation

Situation: Bill Smith is inviting Catherine to the Guangzhou Travel Fair.

A: Bill **B: Catherine**

A: Hi, Catherine. What are you doing on this Saturday?

B: Nothing in particular. What's up?

A: Well, my wife and I will invite you to join us to the Guangzhou Travel Fair. It is one of the most important international travel fairs of the Asia-Pacific region.

B: Sounds great. I'd love to come. Thanks. What kind of occasion it is?

A: It's a huge exhibition, with more than 500 exhibitors, 15,000 square meters exhibition area. You'll like it and have a good time.

B: Good. What time?

A: How about 9:00 a.m.?

B: Great!

A: I'll be waiting for you in the hotel lobby at 8:50 a.m., OK?

B: Yeah. No problem. Thanks a lot.

A: It's my pleasure. Goodbye!

B: Goodbye!

Dialogue 2 Accepting an Invitation

Situation: Xiao Lin is the secretary of Mr. Liu. She is sent to invite Mr. White, their client, to a

banquet that evening.

X: Xiao Lin W: Mr. White

X: Good morning, Mr. White.

W: Good morning, Xiao Lin. How nice to see you again. Come in please.

X: How fresh you are looking! I think you must have had a refreshing sleep.

W: Yes, thank you, Xiao Lin. This is a very good hotel.

X: I'm very happy to hear that. Well, by the way, I wonder if you are free this evening.

W: I'm not sure, but let me check my schedule. Ah, yes, I'm free.

X: Great! Our general manager, Mr. Liu, has asked me to come over to invite you to the banquet held in your honor at the Shanghai Hotel at 6:30 tonight. Here's an invitation card for you.

W: How nice of him! I'll be delighted to go. But what time will be convenient?

X: If you could be ready by, say, 6:00 p.m., I'll be at the hotel to pick you up.

W: That's good. It's most thoughtful of you to do so, Xiao Lin.

X: My pleasure. As this is your first visit to China, you would no doubt be interested in Chinese cooking. Well, then I'll say goodbye.

W: Goodbye, Xiao Lin. See you tonight.

Dialogue 3 Declining an Invitation

Situation: Miss Wang is declining William's invitation.

W: William Y: Miss Wang

W: Hello, Miss Wang. It's nice to meet you.

Y: Hello, William. How are you!

W: Pretty good, thank you. Are you going to do anything special on Friday night? I am wondering if you'd like to go to see the Cantonese opera with me.

Y: Do you mean this Friday night?

W: Yes, this coming Friday night.

Y: Ah, William, I'd like to, but I've already had plans that night. I have some friends coming.

W: What about Thursday night then?

Y: Thank you very much, but I'm afraid I can't. I'm booked up on Thursday night, too. My aunt has asked me to take care of her child.

W: What a pity. Maybe some other time?

Y: Yeah, maybe. Thanks, anyway.

Dialogue 4 Canceling an Appointment

Situation: Emma has accepted Kevin's invitation, but something unexpected happened. So she has to cancel her plan.

E: Emma　　　　K: Kevin

E：Kevin, I hate to do this, but I have to cancel my plan.

K: Oh, no! Why? I am looking forward to seeing you on the strawberry picking party.

E: Yeah, I really want to come too. But something unexpected has come up. My grandma is ill. So, I have to pay a visit to her.

K: Oh, I'm sorry to hear that. Hey, don't worry about it. We can get together next time. Please send my regards to your grandma. Just give me a call when you come back.

E: Sure, thanks for your understanding.

IV. Tasks

1. Discussion

When inviting the overseas Chinese to join a travel fair, what shall we pay attention to?

2. Translate the following sentences into English


【参考翻译】

(1) 不知您是否愿意参加我们周日举行的龙舟比赛？[1]

(2) 谢谢你的邀请，不过我恐怕不能来参加您的万人宴[2]了。

(3) 我查看一下日程安排[3]。对不起，那天也没时间。

(4) 那就这样定了，我们今晚6点30分在逸豪酒店大堂[4]见。

(5) 茶庵寺是江门市郊[5]一处著名的名胜古迹[6]，坐落[7]于江海区外海镇，距市区约十公里，是一个风景幽美[8]的好去处。

(6) 开平市赤坎镇向来以中西合璧[9]的古建筑、淳朴的民情民风[10]和地道[11]的风味小吃[12]而闻名远近。

3. Translate the following passage into Chinese

【参考翻译】

Jiangmen: Tourism to Boost Development

The signing of CEPA[1] and the to-be-built Zhuhai-Hong Kong-Macao Bridge[2] provide an excellent opportunity for the take-off of Jiangmen, mid-south of Guangdong, the No. 1 Overseas Chinese Hometown[3] in China.

The China Overseas Chinese Hometown (Jiangmen) Tourist Festival[4] is held ceremoniously in Jiangmen. The tourist festival aims to promote tourism, to speed up the infrastructure construction[5], to strengthen the ties between home and abroad[6], as well as to improve the investing environment[7] of the city. Jiangmen is striving to[8] build up a famous

tourist resort[9] of the world.

The main activities in the festival include: Jiangmen Overseas Chinese Hometown Art Festival, Jiangmen Overseas Chinese Hometown Food Festival, traveling around the overseas Chinese hometowns, investing environment introduction conference, etc.

New Jiangmen, New Advantages, New Development

Being one of the key cities in the western part of Pearl River Delta (PRD)[10], Jiangmen has its own advantages:

Unique Geographical Advantages

Jiangmen is located in[11] the west of Pearl River Delta, facing[12] South China Sea. It adjoins[13] Hong Kong and Macao in the south and connects with[14] Guangzhou and Foshan in the north, Zhuhai and Zhongshan in the east, Yangjiang and Zhaoqing in the west. It is 100 kilometers away from Guangzhou and Zhuhai by highway[15]. The distance of water transport to Hong Kong and to Macao is 95 and 53 nautical miles[16] respectively. In PRD, Jiangmen has unique geographical advantages and thus becomes a hub of transportation[17] and communicational linking[18] the vast southwestern part of the country and west Guangdong with the PRD and Hong Kong and Macao.

Hometown of Overseas Chinese

Jiangmen is the No. 1 hometown of overseas Chinese. More than 3.6 million overseas Chinese (about one tenth of the country's total), residing in Hong Kong, Macao, Taiwan and 107 countries and regions, were originally from Jiangmen[19]. They have strong ties with their ancestral home[20] and have contributed a great deal to its economic and social development. In the past 20 years, the overseas Chinese and foreign friends have contributed money[21] and things worth of HK$4.7 billion, to help develop the city's cultural, educational and other public facilities[22].

Sound Industry

Jiangmen has a strong industry foundation and it has already been ranked among the top 50 Chinese cities in respect of their comprehensive strength[23]. In 2002, Gross Domestic Product (GDP)[24] of Jiangmen reached 66.082 billion yuan and per capita[25] GDP 2090 US dollars.

Excellent Environment

Jiangmen is a city with vast territory[26]. Its land area is about ten thousand square kilometers, one quarter the size of Pearl River Delta.

Jiangmen is rich in natural resources[27]. Hot springs[28], beach[29], culture of overseas Chinese and historic and cultural sites[30] have been the four main tourist attractions[31] in Jiangmen.

Jiangmen is called "the land of Hot Springs"[32]: Jinshan Hot Spring[33], Didu Hot Spring[34] ,

Taishan Hot Spring[35], Gudou Hot Spring[36],

Other natural tourist's attractions:

Guifeng Mountain National Forest Park[37],

Shangchuan and Xiachuan Tourist Area[38],

Baishuidai Tourist Spot[39]

Dayan Mountain Scenic Spot[40],

Bird's Paradise in Xinhui[41],

Qixingkeng Virgin Forest[42]

Jiangmen also has a variety of historic and cultural sites with the unique style of an overseas Chinese homeland, which are state-class preservation spots of cultural relics.

The former residence of Liang Qichao[43]

Watchtower in Kaiping[44]

There are seven provincial preservation spots of cultural relics[45]:

Yamen Ancient Fort[46],

Watchtower in Kaiping[47],

Stone Tower in Longxing Temple[48],

Zhenshan Pagoda[49]

(newsgd.com November 20, 2003)

4. Role-play

1) Situation 1

Jackson is an overseas Chinese who comes back from New York. Bill is a sales manager in Dafang Tour Agent. They are good friends. Bill asks Jackson to join the Jiangmen Travel Fair.

2) Situation 2

Tom works for a large tour company. John is Tom's boss, but they don't know each other very well. Tom decides to invite John and his wife to dinner for Gujing roast goose.

V. Supplementary Reading


【参考翻译】

Guangdong Province, bordering on[1] the South China Sea[2], is located in the south of China's mainland. It adjoins Fujian Province on the east, Jiangxi and Hunan provinces on the north and Guangxi Zhuang Autonomous Region[3] on the west, with Hong Kong and Macao lying to its south respectively on the east and west banks of the Pearl River estu-

ary[4]. It covers an area of about 180,000 square kilometers of land and 420,000 square kilometers of sea with a total population of 94,500,000. Located on the subtropical zone[5], Guangdong enjoys a mild climate[6] and a rich rainfall[7], with an average annual temperate[8] of 22.3℃ centigrade[9] and a rainfall of 1,700 mm.

With Guangzhou as its capital, Guangdong Province now has jurisdiction over[10] 21 prefecture-level cities[11], among which Shenzhen, Zhuhai and Shantou are the three earliest Economic Special Zones[12] opened to the outside world. Four prefectural cities-Chaozhou, Meizhou, Foshan and Zhaoqing-enjoy a reputation of "National Historical and Cultural City[13]". Moreover, there are still 19 cities or counties that have been awarded with the honorable title of "National Excellent Tourism City[14]".

During the Pre-Qin period, Guangdong area was inhabited by the NanYue ethnic people[15]. Qin unified South China in 219 A.D. and set up Guilin, Xiangjun and Nanhai prefectures[16]. Today's Guangzhou is where the Nanhai Prefecture was located.

At the beginning of the Western Han Dynasty[17], a former Qin commanding general, Zhao Tuo by name, founded the first local state in the present day Guangdong area, the Kingdom of Nan Yue[18], thus promoting the fusion between the Han and the Yue ethnics and accelerating the social, economic and cultural progress in South China. Under the Wu Kingdom of the Three Kingdoms period, the region to the north of Hepu was named Guangzhou, which ruled the Nanhai, Changwu and Yulin prefectures. Hence, the name of "Guangzhou" came into being. At that time, China's foreign trade channel[19] starting from Panyu was established, which is the origin of the Maritime Silk Road[20].

In Ming Dynasty, Guangdong became one of the 13 provinces. The early Qing Dynasty inherited Ming's system and set up Guangdong Province. The name of "Guangdong" was officially adopted. The government of Qing established Guangdong Customs[21] in Guangzhou, which is the first official establishment of customs in the history of our country. The late Qing Dynasty witnessed the birth of national capitalism and national industry, and the "Westernization Movement[22]" in which the Chinese people learned from the West in search of a road of wealth and power. With Kang Youwei and Liang Qichao as the leading exponents[23], the Bourgeois reformists[24] wrote books to disseminate[25] their ideas and popularize[26] their reformist thoughts[27], which were gradually developed into a political practice, and eventually led to a capitalist reform movement[28]. Guangdong is also the original place of China's modern revolution. Sun Yat-sen[29] from Xiangshan county[30] led and founded the first bourgeois political party in China： the Tong Meng Hui (Revolutionary League) [31]. He led the Huanghua Gang Uprising[32], the Law-Protecting Movement[33] and also successfully achieved the First Cooperation of the Communist Party and the Kuomintang[34]. Sun Yat-

sen was honored as "the Forerunner of Democratic Revolution[35]" and "Father of the Republic of China[36]".

Since the 1980s, Guangdong, a place propitious for giving birth to great men[37], was the first province to open to the outside world and quickly became one of the most economically developed regions in China, with an average per capita GDP exceeding US$4000. People's living standard[38] for the time reached the comparatively well-off level. Guangzhou Trade Fair[39], established in 1957 and held in every April and October, is known as the "No.1 Exhibition of China".

The Pearl River Delta today has attained fruitful attainments. It has entered a new era of vigorous development[40].

In the long process of historical development, the unique Lingnan (the area covering Guangdong and Guangxi) culture[41] has formed after the exchange, clash, and fusion of various cultures. In Guangdong Province, there exist three groups of people: Guangfu[42], Chao-shan[43], Kakka[44], which are corresponding to Guangfu culture, Chao-shan culture and Kakka culture respectively. The Guangfu group appeared the earliest, which lives in the Pearl River Delta and some other counties and cities in the middle and west part of Guangdong Province. The Kakka group can best reflect the fusion and transformation between Lingnan culture and Central Plain culture[45]. It is distributed mainly over Meizhou region. The Kakkas have inherited the fine tradition from the Central Plain culture, such as practicing frugality, self-esteem and self-reliance, showing respect to teachers and attaching great importance to education. The Chao-shan group mainly lives in Chaozhou and Shantou. Chao-shan people are adventurous and innovative[46]. The significant feature distinguishing the three groups is their different dialects[47], that is, the "Baihua"(the plain language)[48] based on Guangzhou dialect, the Kakka language[49] based on Meizhou dialect and the Chao-shan language based on Shantou local dialect. The minorities[50] of Guangdong are distributed mainly in places like Liannan and Ruyuan districts. Local customs such as the Getang (the Singing Meet)[51] and the Wooden Handle Lion of Yao nationality[52], the Eighth of April Festival and the Ox King Birthday Celebration of Zhuang nationality[53], as well as the Third of March Festival and the Second of February Festival of She nationality[54] are of unique flavor.

As a vehicle of Lingnan culture, the architectures[55] in Guangdong are also distinctive[56]. Folk buildings[57] unique to the region all present distinct Lingnan characteristics, for example, the Xiguan big house[58] and the arcaded building[59], the Hakka circular houses[60]; buildings of social institutions, such as the Temple of South China Sea God[61], Foshan Ancestral Temple[62], the Chen Family Temple[63] and the Panyu Academy[64]; buildings of world cultural heritage[65] such as the Kaiping watchtowers[66], and buildings for city defense[67] such as the Xinhui Yamen artillery fort[68] and the Guangzhou Zhenhai Tower[69]. The Lingnan garden[70], represented by Qinghui Garden[71], Ke Garden[72] and Yuyinshanfang Garden[73], together with Northern Garden[74] and Suzhou Garden[75], are

reputed as the "three major landscape gardens in China[76]."

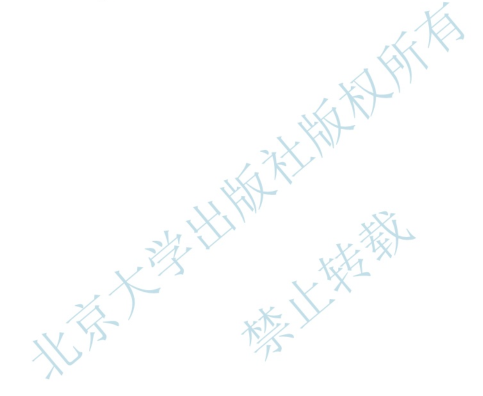
The folk culture[77] of Guangdong has strong regional features. The Cantonese Opera, Chao Opera[78] and Han Opera[79] are locally popular. The Lingnan art of potted landscape and bonsai[80] is numbered as one of the five major styles in the country. Folk dance, dragon dance[81], lion dance[82] and dragon boating[83] all display special Lingnan flavors. Guangdong Embroidery[84], together with Suzhou Embroidery[85], Hunan Embroidery[86] and Sichuan Embroidery[87], is known as one of the four famous embroideries in China. Guangdong ceramics[88], consisting of Guangzhou decorative porcelain[89], Shiwan pottery[90] and Fengxi earthenware[91], had found a market overseas as early as the Tang Dynasty. The delicate and exquisite Guangdong carving[92], including ivory carving[93], jade carving[94] and wood carving[95], attains to unrivalled workmanship[96]. Special crafts of Guangdong, such as Duan Ink-stone in Zhaoqing[97], paper-cut[98] and lion-head making in Foshan[99], palm-leaf handicraft in Xinhui[100] and lacquerware in Yangjiang[101], boast a long history and extremely high craftsmanship.

Guangzhou cuisine[102] is one of the four major cuisines in China. As a Chinese saying goes, "to enjoy the best that life has to offer, one has to eat in Guangdong[103]". Guangdong cuisine consists of Guangzhou, Chaozhou and Dongjiang dishes. Guangzhou dishes are characterized by being light[104], fresh[105], tender[106], tasty[107] and crisp[108]. They are particular about color, aroma[109], taste and appearance. Chaozhou dishes excel in sea food[110], and especially in soup. Dongjiang dishes, also known as Hakka dishes, using much meats for preparation, tend to be greasy[111] and slightly salty[112]. Of them, the most special is the earthenware pot casserole[113]. Apart from the four major dishes, the great variety of local delicacies[114] also enjoys great fame all over China.

The natural tourism resources of Guangdong are also varied. Among them, there is Mount Danxia[115], named World Geology Park[116] by UNESCO[117]; Yangchun Lingxiao Cave[118] and Zhaoqing Seven-star Crags[119], known for their karst landform[120]; Ten-mile Silver Beach on Hailing Island[121] in Yangjiang that has entered the Guinness Record[122] for its expanse; Nansha Newly-reclaimed Wetland Park[123] in Guangzhou, a large-scale wetland reserve for mangrove; Conghua Hotspring, Enping Hotspring and Zhuhai Imperial Hotspring, all effective in stimulating blood circulation and relaxing muscles and joints, providing skin care and keeping fit; Seven-star Crags and Mount Dinghu, listed in the first national places of interest; famous waterfalls such as Panlong Gorge Waterfall in Deqing[124], Baishuizhai Waterfall in Zeng Cheng[125], Mawei Waterfall at Mount Daxia[126]; other special scenic spots such as the Small Three Gorges of Xijiang River, the Huangteng Gorge Drifting[127] in Qingyuan, the underground river[128] in Lianzhou, the Juren Village at Xiema[129], and Lingnan Water Country at Minzhong[130]; and a large number of forest parks including Liuxi River Forest Part[131], Mount Xiqiao Forest Park[132], Nanling National Forest Park[133], Nankunshan Forest Park[134], and Shimen Forest Bathing Place[135].

Guangdong is a major tourism province in China. In 2014, its tourism income[136] witnessed a total of 922.7 billion RMB yuan, accounting roughly for one fourth of the general national tourism income. Over 320 million inbound tourists[137] visited the province in 2014. According to the data up to the end of 2014, there are over 800 five star hotels, 410,000 guest rooms, and 770,000 beds in the whole province. Guangdong is currently making great strides in building a strong tourism province.

With its long history[138], splendid culture[139], special folk customs[140], abundant tourist resources[141], its first-rate modern tourist facilities[142] and hospitable people[143], the Guangdong of today is sure to strike you as more than worth a visit!



Chapter 2

Preparations

Goals:

After learning this chapter, you will be able to:

- discuss sightseeing schedule with guests;
- settle down an itinerary;
- book a ticket;
- determine a meeting schedule.

Key Points:

1. The expressions of starting to talk about the itinerary.
2. Useful expressions of introducing tourist attractions to the guests.
3. Describing tourist attractions.
4. The vocabulary of means of transportation, such as the arrival time, departure time, etc.
5. The expressions of declining the requirements of the tourist.
6. The useful expressions of booking a ticket.
7. The useful expressions of introducing a meeting schedule.

I. Lead-in

Preparations for Meeting Tour Group

Question: Before meeting the tour group, what shall a tour guide prepare?

It is generally recommended to dress compatible with the status of a tour guide. For tour guides, colored and dyed hair is inappropriate for public display. A tour guide should not wear his cap backwards or sideways. During the tour, the guide may dress casually but should look neat and tidy. A male guide should not wear shorts, a shirt or sandals without socks. A female guide should not wear a mini skirt and should not wear excessive makeup. The guide should be prepared to work with a friendly, gracious and polite manner and be mentally ready to face the challenge from tourists.

Basic preparations made by a local guide before he/she takes a group:

Be familiar with the reception program; confirm details of transportation, accommodation and luggage delivery before the group arrives; bring all necessary items including documentation—tour guide certificate and professional rating card, local travel schedule and tour guide banner; be sure to have and use professional language skill and knowledge; be tidy, friendly and use good manners, have a positive attitude and be prepared to face complaints from tourists.

The guide should know about the details of reception program:

Basic group information: name of the travel agency, name of the liaison person in charge of the group and his/her telephone numbers, group code, name of tour leader or the national guide, number of tourists, name of all tour members including their nationality, gender, occupation, age, religion and special requests.

Confirm itinerary details: transportation, hotel and rooms, restaurant and meals, official reception if any meetings, banquets, special zone entry passes as needed.

Confirm air tickets, departure and arrival time: check names of tourists again for reservation of air tickets, for international flights—confirm tickets 72 hours prior to departure, for domestic flights—confirm tickets before 12 a.m. two days prior to departure.

II. Useful Words & Expressions

1. Useful Words

unique 独特的

sightseeing 观光

luxury 豪华

historic relic 历史遗迹

ascend 攀登，登高
itinerary 行程安排
VIP 贵宾
fantastic 极好的
senior group 老人团；长者团
relaxing 放松；休闲
pearl river 珠江
night cruising 夜游
tourism projects 旅行项目
lingnan music 岭南音乐
scenery spots 景点
Tea House 茶楼
cantonese style evening tea 广式夜宵
dock 码头
depart 出发
surname 姓氏
delegation 代表团
seminar briefing 研讨会简报
moderator 主持人
welcome remarks欢迎词
opening address 开幕词
standing committee 常务委员会
marvelous 非凡的

2. Useful Expressions

1) Discuss the sightseeing schedule with guests

- I'd like to discuss the sightseeing schedule with you.
- What is the schedule of this trip?
- We will stay…for…days, then leave for…by… After that, we'll…finally we'll be back on…

2) The details of a view-sight

- Unique and wonderful place, luxury West Lake night cruising tour.
- I'll pick you up at … (time), and drive to… by…
- The boat with a girl playing Guzheng or Pipa.
- To enjoy the quietness of the lake for 2 hours.
- We will come back to the hotel at…

III. Model Dialogues

Dialogue 1 Discussing the Sightseeing Schedule with Guests

Situation: A Guide is going to discuss the sightseeing schedule in China with Mr. and Mrs. Sanderson.

G: Guide S: Mr. Sanderson

G: Good afternoon, Mr. and Mrs. Sanderson. I'd like to discuss the sightseeing schedule with you.

S: Good afternoon. Please take a seat. What is the schedule of the trip?

G: We'll stay in Guangzhou for two days. Then leave for Yellow Mountain by plane. After that we'll leave for Hangzhou by train.

S: That's great. We can enjoy the famous Yellow Mountain, the gardens and beautiful West Lake.

G: That's right. We'll stay in Yellow Mountain for two days and Hangzhou for another two days. Then we'll leave for Beijing and spend about four days there.

S: Beijing is the capital of China.

G: That's right. There're also a lot of historic relics there.

S: Shall we ascend the Great Wall?

G: Certainly. After that, we'll go on traveling in Xi'an for two days.

S: It's really an exciting trip. Thank you for your arrangement.

Dialogue 2 Making Sure an Itinerary

Situation: Wang Lin, a tour guide, calls Mr. Jackson, the tour leader of an American tour group.

T: Tour guide J: Tour leader

T: Hello, may I speak to Mr. Jackson?

J: Speaking. Who is calling, please?

T: This is Wang Lin, the tour guide of Dafang Travel Service. I wish we could talk about the itinerary for your trip. Can you spare me some time?

J: Sure. We received a copy of the itinerary from your Travel Service yesterday. Is there any change of the plan?

T: Hardly any change at all. Since this is a big VIP group, everything must be made right.

J: That's right. Let's go over it again.

T: OK. First you will sightsee in Hongkong for 3 days. Then you will leave for Kaiping by sea. From Kaiping you will go to Guizhou by train.

J: How long will the trip take?

T: About 21 hours. The train takes off at 19:20 and arrives in Guiyang at 15:59 the next day.

J: That is fantastic. You know what, I just cannot wait for the visit already.

T: And there are more. After spending two days in Guiyang, you will go to visit Beijing where a lot more excitements await for you.

J: We'll stay in Beijing for 4 days, right?

T: Yes. And then you leave Beijing for home by air. The whole trip will last half a month. I hope everybody in the group will be physically fit for the long trip.

J: No worries. Everyone is as strong as horse.

T: Good. If there should be any changes, please let me know in advance.

J: OK. Thank you very much for everything.

T: My pleasure.

Dialogue 3 Pearl River Night Cruising Private Tour

A: Mr. Zhao, the local guide B: Guest

B: Shall we discuss our itinerary, Mr. Zhao?

A: Oh, yes, of course. Have you got anything special in mind that you would like to see?

B: I think you know your city more than I do. But this is a senior group. Everything has to be slow and relaxing.

A: I see. Pearl River Night Cruising Private Tour is a unique and wonderful tourism project. You'd better travel by boat. I'll pick you up at 6:00 p.m. and drive to the Pearl River by tourist bus. Then our luxury tour begins at the boat with the Lingnan music to enjoy the scenery spots, like the Swam Lake Hotel, Guangzhou Bridge, etc. The whole journey takes about 45 minutes. After that, we will go to Taotaoju Tea House to enjoy Cantonese style evening tea. We'll come back to your hotel before 10:00 p.m.

B: Why do we come back to the hotel so late?

A: I set aside an hour for you to enjoy the evening tea.

B: I see. But do we have to do that?

A: I suggest we do that, as Cantonese style evening tea can make you relax down. But, of course, we can drive back from the dock.

B: Can we do that and come back to the hotel earlier?

A: No problem if you like. In that case, I can drop you to the hotel earlier from the dock at 8:00 p.m.

B: That sounds perfect.

Dialogue 4 Booking an Air Ticket

Situation: Alfred is calling the China Southern Airlines to book an air ticket.

A: China Southern Airlines B: Alfred

A: Hello, China Southern Airlines. Can I help you?

B: I would like to book a ticket from Guangzhou to London on Sept. 16th, please.

A: Would you like to depart in morning or afternoon?

B: Morning, please.

A: I'm afraid morning flights is full. I'll check to see if there have been any cancellations...No, fully booked.

B: How about other flights?

A: There are seats available on a flight at 12:15 p.m.

B: I think that would be fine. Can I book a seat?

A: Yes. May I have your name, please?

B: It's for Alfred Smith, and the surname is Smith. S-M-I-T-H.

A: First class, economy, or business?

B: First class, please.

A: Single or return fare?

B: Single.

A: OK, now you have been booked. Thanks for calling. Goodbye.

Dialogue 5 Determining a Meeting Schedule

Situation: Mr. Smith, a secretary of Delegation of ASEAN is talking about the tentative itinerary with Miss Wu, a receptionist.

A: Mr. Smith, secretary B: Miss Wu, receptionist

A: Good morning, Mr. Smith.

B: Good morning, Miss Wu. How is the schedule for our delegation? Did you receive the fax that we sent you yesterday?

A: Yes, I did. Here is the copy of the tentative itinerary. Please read it carefully and see if there is a need for any changes.

B: (Reading the schedule) We're signing at 9:15 a.m. at Yucca Hotel in Jiangmen. Seminar briefing by a moderator at 9:30 a.m. Welcome remarks will be given by the leader of Jiangmen Enterprises at 9:35 a.m. And opening address by Consul General of ASEAN Standing Committee at 9:45 a.m. That's marvelous. I'm sure everyone in the group will be satisfied with the schedule.

A: That's good. If necessary, we can provide tea or coffee for your members.

B: That's very kind of you.

A: Still, we'll try our best to make your visit to China a pleasant experience.

B: Thank you.

A: Thank you for your understanding and cooperation. Shall I say that we have finalized the schedule?

B: Yes.

IV. Tasks

1. Discussion

What should the local guide pay attention to when he/she is reading the tour plan to the group in order not to miss the group?

2. Translate the following sentences into English

(1) 我迫不及待地想看看开平碉楼[1]。

(2) 旅游咨询中心[2]在哪里？

(3) 你能为我们安排一次旅程吗？

(4) 有没有你特别[3]想去的地方？

(5) 你们准备怎么走，坐飞机还是乘火车？

(6) 陈白沙祠[4]处于江门市郊白沙村，始建于明万历[5]十二年（1584年），是江门市首屈一指的历史文化品牌。


【参考翻译】

3. Translate the following passage into Chinese

Introduction of Kaiping Diaolou


【参考翻译】

Kaiping is a small city in Guangdong Province, about 100 kilometers to the southwest of Guangzhou, with an area of 1659 square kilometers and a population of 680 thousand. It has long been known as the native land of a great many overseas Chinese[1], the number totting up to or even more than its domestic population. The Chinese, are a nostalgic people[2] having a strong feeling of wistful longing for home, so the overseas Chinese from Kaiping, no matter how long they had been away and how far they were away from home, would come back to buy a piece of land to build their house and to get married. Those houses built by the returned overseas Chinese[3] during the late 19th and early 20th centuries are all watchtower[4]-like, with thick solid walls[5], small and narrow iron doors and windows, and even with embrasures[6] on the walls and an observation tower on the top.

You may wonder why these returned overseas Chinese had their houses built into a structure of a watchtower. Well, the reasons are clear. First, public order[7] at that time was bad and banditry[8] was a real headache and the better-off returned overseas Chinese families naturally became targets for robbery; second, the Kaiping area is a stretch of low-lying land[9] and folds[10] were a frequent occurrence. So, these solid and high-rise buildings[11] were good both for defense against bandits and for refuge[12] from the floods.

So, "Kaiping Diaolou" is a proper name of the multi-storied defensive country houses of the returned overseas Chinese in Kaiping City. Built of stone, brick or concrete, these

buildings display a fusion of Chinese and foreign architectural and decorative forms[13], and reflect the significant role these emigrant Kaiping people had played in the development of the countries they resided, in South Asia, Australasia, North America and other regions of the world.

Kaiping Diaolou is listed by the Chinese State Council as a key cultural relic protected by the state. Its total number amounted to 3, 300 in the peak years and now the registered number is 1833, and twenty of the better ones are inscribed on the World Heritage List[14] by UNESCO. Org (United Nations Educational, Scientific and Cultural Organization)[15]. These buildings take three forms: communal tower[16] jointly built by several families for use as temporary refuge, residential tower[17] built by individual rich family and used as fortified[18] residence, and watch tower for guarding against bandits. In the 1940s during the war of resistance against Japan, some of these towers became strongholds for people's militia.

The Diaolou Structures in Zili Village

The Diaolou structures in Zili Village, 12 kilometers away from the Kaiping city center, are the most magnificent and best preserved[19]. There are 15 in all, which are all listed as key cultural relics[20] protected by the state. Among them the Mingshilou is the best of all. Built in 1925, it is a 5-storied reinforced concrete structure, with an hexagon observation pavilion[21] on the top and a blockhouse built on the outside walls at each of the four corners on the fifth floor. This huge and imposing tower is installed with heavy iron doors and strong iron windows, and is luxuriously decorated[22] and well furnished[23].

Other well-known Diaolou structures are the Yinglonglou in Chikan Town, the Ruishilou in Yan'gang Town and the Fangshe Denglou in Tangkou Town. They were built in different years by different families and so are different in architectural style[24]. The Yinglonglou, built during the Jiajing Reign of the Ming Dynasty in the middle of the 16th century (1522–1566), is the oldest Diaolou structure and is free from foreign influence in architectural style. The Ruishilou, a 9-storied and 25-meter high reinforced concrete structure, is the most luxury and is laid out and furnished in the traditional Chinese pattern. The Fangshi Denglou, a reinforced concrete structure built in 1920 by the Fang family, is typical of the Diaolou structure as a watchtower for it was located in an open land and was provided with electric generator, searchlights and guns.

The Li Garden

Another tourist attraction in Kaiping City is the Li Garden. It was a private residential garden built in 1926–1936 by an American Chinese, Xie Weili by name. The garden's name "Li" was derived from the name of its owner and it gives expression to the meaning of a Chinese idiom Xiu Shen Li Ben, which is written on an archway in the garden, meaning that cultivating one's moral and character is the key to success in one's life and work. This idea of the owner is also

embodied[25] in many other inscriptions[26] and couplets[27] written in the garden.

The Li Garden is laid out in the way of traditional Chinese gardening but many of its structures are built in Western styles, such as the two Roman-styled[28] structures popularly known as the Bird's Nest[29] and the Flower & Rattan Pavilion[30]. The garden covers an area of 19, 600 square meters, with a man-made stream[31] running through and cutting it into two parts, which are connected by arch-bridges[32]. Along the stream are pavilions, a hundred-meter-long corridor[33], archways, residential houses and other structures.

The residential buildings in the villa[34] area are also combinations of Chinese and Western architectural elements[35]. While their main structures are foreign-styled, some are roofed, like[36] a Chinese palace[37], and inside they are decorated and furnished with both Chinese and foreign artifacts[38]: Western fireplace[39] and pendent lamps[40], Italian ceramic tiles[41], Chinese wooden furniture[42], wall paintings[43] depicting Chinese folk stories[44], Chinese gilded wood-carvings etc. The Li Garden is indeed a paragon[45] of harmonious combination of the Chinese and foreign cultures.

4. Role-play

1) Situation 1

Mr. Wang, a tour guide, comes to the hotel to visit Ms. Ogden, the leader of a group of tourists. They would like to discuss the itinerary for Guangdong tour. Make a conversation according to the information given below.

Visitor Card

Name: Wang Tan
Purpose: Visit Ms. Ogden to discuss the itinerary for Guangdong Tour
Take out the tentative plan and ask if there are any special requests
The tentative plan: The 1st day—in the morning, visit Kaiping Watch Tower, the Changlong Wildlife Zoo, and a souvenir shop. The 2nd day—visit the Museum of the Western Han Dynasty Mausoleum of the Nanyue King the Ming Tombs and then have an evening tea. The 3rd day—visit the Hongsheng Temple. After lunch, leave for the airport.
Pick up the tourists tomorrow at 8:00 a.m.

Leader Card

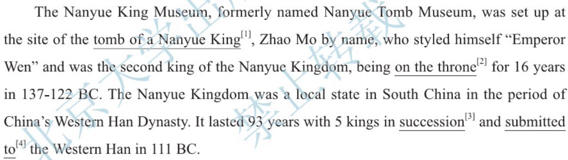
Name: Jane Ogden
Response: Greet the guide（Mr. Wang）
Go over the tentative plan
Take out an itinerary provided by the travel agency in the U.S., which lists the places the tourists are supposed to see in Guangdong.
Agree on the guide's tentative plan

2) Situation 2

Mrs. Smith is going to get some information about a one-day tour schedule of Guangzhou. You are an agency clerk. Please give her some introductions about sightseeing.

V. Supplementary Reading

Nanyue King Museum




【参考翻译】

The Nanyue King Museum, formerly named Nanyue Tomb Museum, was set up at the site of the tomb of a Nanyue King[1], Zhao Mo by name, who styled himself "Emperor Wen" and was the second king of the Nanyue Kingdom, being on the throne[2] for 16 years in 137-122 BC. The Nanyue Kingdom was a local state in South China in the period of China's Western Han Dynasty. It lasted 93 years with 5 kings in succession[3] and submitted to[4] the Western Han in 111 BC.

The tomb of Zhao Mo was discovered in 1983, 20 meters under the Elephant Hill[5] at Jiefangbei Road in Guangzhou. With an area of about 100 square meters. It is constructed with[6] 750 blocks of red sandstones[7], with 7 chambers in all. This tomb is the most important Han Tomb so far discovered[8] in South China—its size is the largest, the political and social status[9] of its occupant is the highest and the number of historical relics unearthed is the greatest—and so is considered as one of the 5 major archaeological finds in modern China. Articles unearthed from the tomb, totaled over 1000 pieces or sets, fall mainly into 4 categories: copperware, ironware, earthenware and jade ware. Among all the articles unearthed, the gold seal inscribed with the words "The Seal of Emperor Wen" is the most precious because it's the first emperor's seal so far discovered in China's archaeological excavations[10]. Now the tomb and the unearthed artifacts[11] are all on display in the Nanyue King Museum.

Gold Seals

The gold seal of Emperor Wen unearthed from the Nanyue King's tomb is the only extant emperor's seal left over from the Qin and Han Dynasties. Until it was excavated[12], emperor's seals of the Qin and Han Dynasties were known only in historical documents[13]. Moreover, the emperor's seals record in historical documents are said to be made of white jade[14] with a handle of a tiger[15], but this seal of Zhao Mo's is made of gold with a handle of a dragon. It was made in the Nanyue Kingdom and was the real that Zhao Mo actually used during his lifetime.

Besides the gold seal of Emperor Wen, a gold seal of "Taizi" (meaning "the prince") and a gold seal of "You Furen" (meaning of the "wife of the king") were also unearthed from the tomb, but they are knobbed with a turtle instead of a dragon. Other gold articles unearthed include gold belt hooks[16], bubble-like gold flowers and among-shaped leaves and so on.

Silverware

A white silver box unearthed from the tomb is quite unusual. It was found in the main coffin chamber[17], with half of it containing a kind of substance that looked like medicinal pills. Judging from its shape and ornamental design, which are greatly different from those of the traditional Chinese silverware, and by chemical analysis of the pills, archaeologists[18] believe that it is a product of Persia[19] and its contents are a kind of Arabian[20] medicine. Other silver articles unearthed from the tomb are washbasins[21], wine-vessels[22], belt hooks[23] and so on. They were all utensils for the royal family[24].

Copperware

Bronze articles excavated from the tomb amount to 500 pieces and more. They are kitchen utensil[25], tableware[26], musical instruments[27], horse cart harness[28], implements for production and other daily utensils such as tripods[29], mirrors, basins and candlewood-burners[30]. They are all articles of excellent workmanship[31] distinctive local feature[32], which not only represent the technological level of metal-casting[33] of the Nanyue Kingdom but also serve as an evidence for the history of the founding of the city of Guangzhou. One big bronze-basin when unearthed was found containing bones of pig, cow, goat, chicken, fish and turtle, which is an evidence to prove that these animals were some of the staples of people's diet.

Musical Instrument

A lot of musical instruments were discovered in the east side-chamber of the tomb. Among them, the one called "Gou Diao" is especially worth mentioning. It is a chime of bronzes[34], 8 pieces in all, totaling 191 kilos in weight, with one bigger than other and the biggest one is 64 centimeters high and 40 kilos in weight. On the surfaces of the 8 bronzes are cast with an epigraph

"Made in the Official Conservatory[35] in the Ninth Year of Emperor Wen", which shows that the instrument was made in Nanyue Kingdom in the year 129 BC. And, although over 2100 years old, they still produce clear and accurate notes!

Weapons

Weapons unearthed from the tomb are many and varied: dagger-axes[36], copper sword[37], iron swords[38], armors[39] and iron spears[40], to mention just a few. One copper dagger-axes is engraved with an inscription from which we can know that dagger-axes was made in the Qin and brought to the South. One spear is believed to be a weapon actually used by the king himself or for use as an article to be carried by a guard of honor[41], because it is gorgeously[42] decorated with inlaying gold and silver designs. Besides weapons for combat[43], a bronze tally in the shape of a tiger was also discovered. The tiger tally was an object of credential[44] issued to officials as imperial authorization[45] for troop movement[46] or for use on diplomatic occasions[47]. It is the only gold-inlaying[48] tiger tally still in existence in China.

Jade ware

Jade articles unearthed from the tomb include a jade garment sewn[49] with silk threads, 56 pieces of jade discs (called "bi" in Chinese), 9 jade seals, 130 pieces of jade pendant[50], jade boxes[51], jade cups[52], etc. Using jade garments as cerements for clothing the dead was a practice peculiar to the Han Dynasty. Such jade garments discovered before were sewn with gold, silver or bronze stands. But the jade garment for Zhao Mo was sewn with silk strands[53]—the first and the only one so far discovered in China. This jade garment, 1.73 meters long, is made of 2291 pieces of jade that are strung[54] together with red silk strands, forming different beautiful patterns. Of the 56 pieces of jade discs, 47 were discovered in the main coffin chamber, of which one is 33.4 centimeter and is the biggest of its kind so far unearthed in archaeological excavations in China. Of the 9 seals unearthed, 3 were found on Zhao Mo's body and are inscribed[55] respectively with the words "Zhao Mo", "Tai Zi" (the prince) and "seal of emperor", which is an evidence for the fact that Zhao Mo overstepped[56] his authority to style himself "emperor" to break away from the Han exercise local power.

Earthenware

Altogether 371 pieces of earthenware were discovered in the Nanyue King's tomb. Among them are 4 pieces of earthen jars and tripods[57] that are stamped with the words "Article of Chang Le Gong"[58]. "Chang Le Gong" (meaning Palace of Everlasting Joy) was the name of the residential quarter for the mother and queen of the Han Dynasty emperor in the imperial palace in Chang'an (the present-day Xi'an). Do these 4 earthenware articles suggest that there was also a

"Chang Le Gong" in the Nanyue king palace? In recent years, archaeologists have excavated on trial 500 square meters of the ruins[59] of the Nanyue king palace in the original site of Guangzhou's Children's park. They discovered that the place under excavation occupied just the same position in the Nanyue king palace as the Chang Le Gong was located in the Han imperial palace was located? These questions remain yet to be decided by further studies and research work.

Sacrificial Persons

In the tomb, fifteen persons were found buried alive with the dead: one in the front chamber, who was perhaps a eunuch[60]; one in the east side-chamber, who was buried together with musical instruments and was probably a musician[61]; four women in the east side-chamber, who were concubines[62] of the king; seven in the west side-chamber, who were found staying together with kitchen utensils and would be cooks or kitchen helpers two in the passageway, possibly guards of the tomb and one in the outer coffin, probably a cart-driver[63].

The institution of burying the living with the dead sovereigns[64] had prevailed[65] in Center China during the Shang and Zhou dynasties (1766 – 770 BC), but was on the whole abolished[66] in the Han Dynasty (206 BC – 220 AD). The discovery of the sacrificial persons[67] in the tomb of the Nanyue king shows that this cruel and savage institution[68] was still practiced by the ruling class of the class of the Nanyue Kingdom.

Chapter 3

Meeting Guests

Goals:

After learning this chapter, you will be able to:

- pick up guests at the airport;
- have a small talk with guests.

Key Points:

1. The process of receiving tourists.
2. The useful expressions of meeting your guests in the airport, railway station or bus station.
3. The useful expressions of starting a small talk with guests.

I. Lead-in

Question: Meeting guests is the first step of guiding a tour group. What shall a tour guide be prepared before meeting the tour group at the airport or railway station?

1. Prior to arrival of the tour group

- Confirm the expected arrival time of the tour group, and then arrive at the airport or the train station 30 minutes before the expected arrival time.
- Confirm the exact parking place of tour coach in the parking lot.
- Contact the porter and inform him of the luggage claim area.
- Stand at a highly visible location in the arrival lobby, in full view of arriving tourists with an identifying cardboard sign.

2. Upon arrival of the tour group

- Meet the tour group and check the nationality, group code, number of tourists and name of the tour leader.
- Check that all luggage has been claimed and collected by the porter, and delivered to coach.
- Take the tour group to the coach and help them to get aboard the vehicle. The guide should stand by the door to politely greet tourists and confirm number in group.

3. En route to hotel

- Inform overseas tourists of the local time.
- Inform tourists of first meeting point and parking place (if applicable).
- Deliver a welcome speech.

4. Receive the foreign guests

- Just before the foreign guests arrive, it's necessary for you reserve a room at the hotel for him. It's required that the room be comfortable, air-conditioned, and be equipped with a private bathroom.
- When the foreign guest arrives, it is good manners for you to meet him in person, or at least, to send a representation to meet him at the airport.
- Upon arrival, foreigners usually like to go to their hotel rooms right away. You can drive him directly to his hotel. On the way to the hotel, you can introduce the place and talk to him on subjects that he may be interested in. You can also discuss his schedule. You should not ask about the guest's age, marital status, or anything private. It's impolite for you to smoke without asking for permission.

II. Useful Words & Expressions

1. Useful Words

arrival time 到达时间
tour coach 旅游巴士
parking lot 停车场
porter 行李员
luggage claim area 行李提取处
arrival lobby 抵达大厅
nationality 国籍
en route to 途中到……
in person 亲自
airsick 晕机
pelagism 晕船
reservation 预定
uneventful 平安的
suitcase 行李箱
locate 位于……
welcome banquet 欢迎宴会
president 校长
dean 主任

2. Useful Expressions

1) Meeting a never-met-before guest

- Excuse me, are you…?
- Excuse me, if I am not mistaken, you must be…
- How are you?
- I am … from … company. I am here to pick you up.

2) Meeting an already-known guest

- Hi, Mr…/ Ms… Nice to see you again.
- Long time no see
- How is everything?
- Everything is OK/ under control.
- How is business?
- Business is booming.
- Is everything OK?
- Hi, there!
- Hey!

3) Asking about the guest's trip

- How was your flight / trip?
- You must be very tired.
- The flight is eventful / good / comfortable.
- I feel tired after the long flight.

- I am a little airsick / motion sickness / car sickness / pelagism / sea sickness.
- Do you need medicine or something?
- Let me send you to the hotel and you can get some rest.

4) Welcoming the guest

- Welcome to Jiangmen, we expect our successful cooperation.
- Is it your first trip to visit Jiangmen?
- I visit Jiangmen frequently.
- It my honor to have the opportunity to visit you.

5) Sending the guest to his hotel

- We have made hotel reservation for you.
- We have already booked at the Garden Hotel where you stayed the last time you were here.

6) Getting the luggage of the guest

- Where can I get my luggage?
- Let me help with your luggage.

7) Determining a schedule

- How is the schedule for our delegation?
- Here is the itinerary. Please see if there is a need for any changes.
- We are signing at… seminar briefing by a moderator at… welcome remarks will be given by..., at... Opening address by... at… then... Will have a speech on... at… individual business matching for…and... at...
- Tea or coffee service.
- We will do all that is within my power to make your visit to China a pleasant experience.

III. Model Dialogues

Dialogue 1 Meeting guests at the airport

Situation: Jane is meeting a tour group from the US led by Andy Burns at the airport.

A: Jane B: Andy Burns

A: Excuse me, but are you Mr. Burns from the United State?

B: Yes, I am.

A: How are you, Mr. Burns? I'm Jane, tour guide of the Dafang Tour Services.

B: Good. Thanks for coming all the way to meet us at the airport.

A: It's my pleasure. How was the flight? You must be very tired after more than 10 hours

flight. You have to get over the jet-lag.

B: The journey was a little bit long, but it was uneventful.

A: Oh, glad to hear that. Now shall we go and see about your baggage?

B: OK. Where is the baggage-claim area?

A: It's down there at Gate No. 5. How many pieces of baggage do you have?

B: Thirty-two suitcases.

A: Here we are. Can you point them out?

B: Yes. This blue one, that black one, ...

A: OK. I think we've got everything. The coach is waiting outside. This way, please.

B: Thanks a lot.

Dialogue 2 On the Way to Hotel

Situation: Jane met a tour group led by Mr. Burns at the airport. Now they are on the way to hotel.

A: Jane B: Andy Burns

A: Lovely day, isn't it?

B: Yes, it is.

A: You are at the right time. Autumn is the best season here. Is this your first time to Jiangmen?

B: Yes, it is. I hear Jiangmen is a beautiful place and its local food is delicious.

A: Yes. I will show you around and taste the famous local food.

B: I'm looking forward to it.

A: I have reserved a suite for you at Huatian Hotel, one of the best hotels in Jiangmen.

B: Sounds great. But is it conveniently located?

A: Yes, it is located downtown. We shall get there soon. It is only about a fifty-minute drive.

B: OK. Jane, could you introduce the schedule please?

A: At 7 o'clock this evening, our dean, Mr. Liu will hold a welcome banquet for you in the hotel where you stay. I'll pick you up at the hotel at 8:30 tomorrow morning. Our president and dean will be meeting you in Wuyi University at 9:00. And in the afternoon, you both will attend a news conference. What do you think of it?

B: It sounds good.

IV. Tasks

1. Discussion

Before meeting the tour group, what kind of knowledge and language explanations should the local guide prepare for?

2. Translate the following sentence into English



【参考翻译】

(1) 我一直盼望着你们的到来。

(2) 这么早就来机场接我，你真是太好了。

(3) 这么重的包，我们一起来提吧。

(4) 行李都在这儿了吗?

(5) 我已经帮你们预定了逸豪酒店的套间。

(6) 江门美食[1]美味可口[2]，比较出名的有古井烧鹅[3]、三江牛耳壳[4]、大泽烧猪[5]、司前温蛋[6]、新会陈皮[7]。



3. Translate the following Passage into Chinese

Guifeng Mountain Scenic Area in Xinhui

【参考翻译】

Good morning, dear friends,

Today we are going to visit Guifeng Mountain Scenic Area[1]. It is famous for its great natural scenery[2] and places of interest.

Now I will give you a rough idea of[3] its size and geographic advantage[4]. This scenic area occupies an area of about 55.1 square kilometers. It is located in the north of Xinhui town, in the south-western part of Guangdong Province. It is about one to three hours' drive from Guangzhou, Hong Kong or Macao. People from or via these three cities have easy access to[5] this place for their holidays. Your destination[6] today has gained titles of different kinds[7]. In 1989, it was listed as[8] Guangdong Province scenic area; in December 1997, it was recognized as[9] National Forest Park by National Forestry Ministry[10]; and in 2002, it was honored as[11] "4A National Level Sightseeing Area[12]".

Today I will guide you through six highlights that attract travelers and tourists home and abroad. They are Green Guifeng, Temple Yutai, Jade Lake surrounded by green trees, Xinhui Photos Exhibition Hall in Memory of[13] the Inspection of Premier Zhou Enlai (Former Site[14] of Xinhui Labor University), Chinese Fan Palm Exposition Garden[15], and Sports Park.

Green Guifeng

When you are enjoying the green mountain, I would like to tell you a bit of its his-

tory. Mountain Guifeng is noted for its countless vertical peaks[16], and it was named after its looks and shapes[17]. This mountain has three peaks: Mount Guifeng, Mount Yunfeng and Mount Chishi. Mount Yunfeng, as its main peak, is 546 meters high above sea level. The legendary[18] Chishi Peak stretches from west to east[19].

Among these three peaks is an open clearing[20]. It is a paradise on earth[21], a natural green screen[22]. This green clearing shapes into a small plain on the top of Mountain Guifeng. Such a view is rare in Lingnan area.

Besides the plain above-mentioned, four lakes are embedded in[23] the mountain. They are called Jade Lake, Azure Green Lake[24], Dragon-like Lake and Swan Lake.

As one of the top ten famous mountains in Guangdong, Mountain Guifeng has always been an attraction to famous people since the ancient times. Say, in Tang Dynasty is Buddhist monk Yixing[25]; in Song Dynasty is poet Su Dongpo[26]; in Ming Dynasty three people are mentioned, they are neo-confucius Master Chen Baisha[27], artist[28] Shen Shitian, and Minister of War[29] Huang Gongfu. A historian[30] Chen Yuan has been here, too. He is the very person that Chairman Mao Zedong speaks highly of.

Temple Yutai

Now Temple Yutai is in front of us. I will give you a brief introduction about its origin and its architectural styles[31], OK?

Yutai Temple was first built in Tang Dynasty. During the years between 705 and 707 when Emperor[32] Zhong Zong was on the throne[33], famous Chinese astronomer[34] Monk Yixing settled down here and gave lectures on Buddhism[35]. The number of his disciples[36] reached more than 500. Since then, Temple Yutai has become the biggest Buddhist sacred place[37] in Wuyi, Jiangmen city.

Unfortunately, the temple has been ruined and renovated[38] for many times. The most serious destruction[39] happened in 1939. During the period of Anti-Japanese War[40], the Japanese army seized Xinhui city, destroyed the temple and forced the local people to move its bricks and stones up to the hill to build their footholds[41]. What's more, trees around the temple were cut off. This area was assigned to Military Exclusive Zone[42].

In 1985, Xinhui local government called on Chinese compatriots[43] home and abroad to donate money[44] to erect Temple Yutai again. The one jumping into our eyes was rebuilt during the years from 1986 to 1996.

So you have some ideas about its ups and downs in time order. Now I will draw your attention to its architectural styles.

Temple Yutai was built in strict accordance with Buddhist architectural model[45] and temple's

architectural style in Tang Dynasty.

There are three rows in Temple Yutai. Now we are entering the first row Heavenly King's Palace. In the middle sits the smiling Maitreya[46]. Besides him are four immortals[47]. They have sword[48], pipa[49], umbrella[50] and dragon[51] in their hands. What they hold implicates that winds and rains come and stop all year round at the right timing in order to meet the needs of the local people. In the back of Heavenly King's Palace[52] sits Weituo Bodhisattva[53]. He is in charge of the security of the temple and its followers.

Over there on the two sides of Heavenly King's Palace are Dizang (Ksitigarbha) Pavilion[54] and Qielan (Samgharam) Palace[55].

The second row is Mahavira Palace[56]. It is used to worship the founder of Buddhism, Sakyamuni[57]. He is locally known as "Buddha[58]". Standing next to him on both sides are his disciples. The elder one is Jia Ye (Kasyapa)[59], and the younger is A Nan (Ananda)[60]. In both side of the palace are "Eighteen Arhats[61]".

The third row is Guanyin Hall[62]. It is served to worship Thousand Hands Guanyin[63] who is dedicated to serve the local people and solve their problems. In front of the hall stands a white jade pagoda[64]. The original one was built in 1683 when Emperor Kangxi in Qing Dynasty was on the throne. But it was destroyed in 1939 by Japanese army. It was rebuilt in 1956 by using the collected lost-and-found stones and fragments and other materials.

Temple Yutai is now classified as a cultural relic under the Municipal-level protection[65].

Jade Lake in Forest

Here we come to Jade Lake. It is a man-made lake[66] with an area of 88 mu. Walking around or boating in the lake is recommended. Your leisure time here helps to build up a lyrical and poetic[67] atmosphere if you are in the mood.

The arch bridge[68] in the middle of the lake leads us to Peach Blossom Islet[69]. We will be carried away by its attractive scene if we choose to be here when the peach trees are in full bloom[70].

Two restaurants are on this islet. The one in the north is called "Garden in Jade Lake". The other in the east is called "Happy-enriched Place". They are nice places for meeting friends over nice tea and delicious local special food. In the west of Peach Blossom Islet is an all-inclusive hotel. It is an ideal place for chit-chatting[71] or business meetings. What is it called? Yes, Jade Lake Hotel. Jade Lake is even more romantic and fascinating[72] in the late evenings under the neon lights[73] alongside the lake.

Xinhui Photos Exhibition Hall: Former Site of Xinhui Labor University

What we are going to see are mainly precious photos taken when Premier[74] Zhou Enlai inspected Xinhui.

From July 1st to 7th in 1958, Premier Zhou himself came to Xinhui. During his inspection for one week, he wrote seven pieces of inscriptions and superscription[75], including the one with six Chinese characters[76] "Xinhui Laodong Daxue"（新会劳动大学）. In English it is "Xinhui Labor University". The inscription we saw on the entrance to this building is a duplicate[77]. It tells us this building is the former site of the university.

These valuable photos of Premier Zhou recorded and replayed his short stay in Xinhui in 1958. They are displayed in seven themes. First, Premier Zhou gave working reports; second, he inspected Labor University; third, he looked over Daze Wuhe Village; fourth, he inspected Zhou County Agricultural Community in Tangxia; fifth, he visited historical relics[78] in Yamen; sixth, he inspected local Chinese fan palm craftwork factory[79] and agricultural machinery factory; seventh, he examined two exhibitions on wastes recycle, and grain supply.

From these photos we learn that Premier Zhou identifies himself as an ordinary person. He had face-to-face talks with more than 150 people. These people are workers, peasants, teachers and students, returned overseas Chinese. Moreover, he saw more than 10,000 ordinary people. During his visit, he exchanged ideas with many of them.

This museum also displays the photos and calligraphic works[80] of other state leaders. These people include Zhu De, Dong Biwu, Deng Xiaoping, Ye Jianying and He Long.

Chinese Fan Palm Exposition Garden

Here we come to Chinese Fan Palm Exposition Garden. It is the only garden of this theme[81] in the world. This exposition garden treasures up age-old documents[82] and delicate craftworks made of a plant called Chinese fan palm. You can see the skills of the local craftsmen and their understanding of arts from their fans painted with a special pen, their basketworks and embroideries[83].

What jump into our eyes are various kinds of palm plants. They witness partly their craftworks with the history of over 1,600 years. In the year of 1915, a painted bamboo sheath[84] fan won the honor of Gold Medal in Panama World Exposition[85].

If we are interested in how these craftworks are made, please cast a look at these sculptures[86] and pictures. They show whole processing techniques[87] from collecting raw materials to final products.

As we can see, this room sells admirable[88] craftworks. They offer a lot of choices. Painted bamboo sheath fans, fans painted with a special hot pen, two-side embroidered fans are among them. Besides fans, they also sell baskets, lanterns[89], raincoats in traditional style[90], made of Chinese fan palm.

Sports Park

Sports Park[91] here has an area of more than 1,000 mu with recreational facilities[92] of various kinds. They provide courts for grass sliding[93], skating, physical training[94], Kart racing[95], playing badminton, tennis or football. Boating in the Lake, swimming in the pool and Korean Barbecue can also available.

In the west of Sports Park is Longquan Holiday Resorts[96]. It has a natural sand beach with an area of more than 80,000 square meters. A good choice for holidays, isn't it?

So much for my introduction. Please feel free to ask if you want me to tell you more.

4. Role-play

1) Situation 1

Liu Ping is waiting at the airport for her guest, Mr. Handerson to arrive. Mr. Handerson is arriving in Shanghai for the first time. So he is a little bit nervous. He is anxious and excited to meet Liu Ping and he really wants to make a good first impression.

2) Situation 2

Sherry Morris, a professor at Stanford University, comes to Shanghai for an international conference. You have met her at the airport. And now, Sherry and you are on the way to hotel.

V. Supplementary Reading

Dr. Sun Yat-sen Memorial Hall

【参考翻译】

Our next destination is the Sun Yat-sen Memorial Hall[1]. The Sun Yat-sen Memorial Hall, as its name suggests, is a structure built in honor of a person by the name of Sun Yat-sen.

Sun Yat-sen was the forerunner of the Chinese bourgeois democratic revolution[2]. He was born on November 12, 1866 in a farmer's family in the Cuiheng Village in Xiangshan County (the present-day Zhonghan city) in Guangdong Province. At the age of 12, he went to Honolulu[3], where his elder brother sent him to a missionary school[4]. Later, he came back to Hong Kong to study in a college of western medicine and, after graduation, practiced medicine in Guangzhou and Macao. So ever since he was a child , he had been influenced by the western ideas of Christianity[5] and democracy and this had helped him make up his mind to cure the ills of the old feudal[6] China and turn it into a democratic and strong nation. At first, he had illusions[7] about the Qing government and hoped to save this mori-

bund[8] regime through reforms. But, China's defeats by foreign invaders, and the corruption and incompetence[9] of the Qing government intensified his patriotic indignation[10]. He decided that the Qing court was rotten to the core and must be overthrown[11] and replaced by a democratic republic.

So, in 1894, together with some twenty Chinese shop-keepers and farm-owners in Honolulu, he established the first Chinese bourgeois revolutionary organization[12] —the society for the revival of China (the Xing Zhong Hui). In the following spring, he returned to Hong Kong and staged the first armed uprising[13] against the Qing Dynasty in Guangzhou; but it ended in failure. Then, in 1905, he went to Japan, where he founded China's first politic party called "China Revolutionary League" (the Tong Meng Hui), which later developed into the nationalist party (the Guomintang). Since then he had made successive attempts to topple the Qing regime and finally succeeded in the Wuchang uprising[14] that broke out in October 1911. The Qing regime was overthrown and he was elected the provisional president of the interim government of the Republic of China in Nanjing. This political power, however, was soon taken over by the warlords[15]. Then, in 1920, Sun Yat-sen came back to Guangzhou to set up new government called the South Revolutionary Government. In 1921, he proclaimed his extraordinary presidency[16] in Guangzhou. In 1925, he died of illness in Beijing and was buried later in Nanjing.

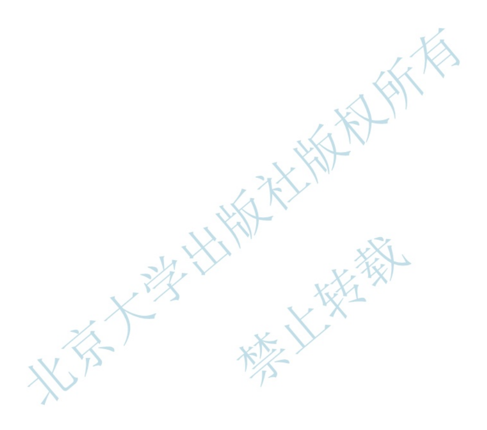
Sun Yat-sen had devoted all his life to the cause of the Chinese democratic revolution, and the 1911 revolution he led had put an end to the feudal monarchy[17] that had existed in China for several thousand years. To commemorate his great contributions to the Chinese revolution, people of Guangzhou had this memorial hall built in 1929–1931 at the original site of the former presidential house of the South Revolutionary Government, which was burned down in 1922 by a traitor warlord, Chen Jiongming by name.

The Sun Yat-sen memorial hall is an octagonal[18] palace-like reinforced concrete structure, 58 meters high with a floor space of 12 thousand square meters. It looks like a traditional Chinese palace in appearance but was constructed with modern architectural technique. In front of the hall stands a bronze statue of Sun Yat-sen, which is 5.5 meters high and weigh 3.9 tons. Up on the fade below one of the eaves[19] is written Sun Yat-sen's motto, meaning "China belongs to the people" in English (or literarily "Let public spiritedness rule under the sky"). Inside the building is a conference hall with seating capacity of 3,238 people. And, thanks to the ingenious[20] designing of the architect, the acoustics of the hall are excellent and there is no pillar to obstruct spectators' view because the eight pillars sustaining the four long-spanned steel trusses supporting the huge domed roof are hidden in the walls. Today, the Sun Yat-sen Memorial Hall is one the main places for mass meetings or theatrical performances in Guangzhou.

At the back of the hall, there is a 2-storied building on each side. In the backyard are planted over 70 species of trees and flowers. Among them a kapok tree[21] is already over 70 years old.

These tow magnolia trees[22] are the oldest magnolia trees in Guangzhou and have grown up to 90 centimeters in diameter, each giving a shade of over 200 square meters.

The magnificent Sun Yat-sen memorial hall was designed by a young Chinese architect, by the name of Lu Yanzhi, who was born in Tianjin, graduated from the Qinghua university in Beijing and later studied architecture in the Cornell university in the USA. He died of lung cancer in 1929, at the age of 36, before the construction of the hall was completed.



Chapter 4

Staying in a Hotel

Goals:

After learning this chapter, you will be able to:

- reserve a hotel room;
- confirm a reservation;
- check into a hotel;
- ask for housekeeping service;
- check out of a hotel.

Key Points:

1. The procedures of checking into the hotel.
2. The services and facilities in a hotel.
3. The useful expressions of booking hotel rooms.
4. The useful expressions of confirming hotel rooms.
5. The useful expressions of checking into a hotel for your guests.
6. The useful expressions of asking for room services.
7. The useful expressions of checking out of a hotel.

I. Lead-in

Accommodation is an important part of tourism. What are the procedures of staying in a hotel?

As you travel about the world, you will have to make room reservation. The things you may take into consideration are as follows:

① the facilities and service of the hotel;

② the number of the guests;

③ the schedule of the guests;

④ the price of the hotel;

⑤ the location of the hotel and the traffic around it;

⑥ the preference or taboos of the guests if they have any.

There are various services to help you. Government tourist offices will often give you lists of hotels with their price ranges. It's also helpful to collect some of these lists and bring them with you on your trip.

In America, the telephone directory is useful. Open the directory to the section of yellow pages. Look under "hotels". You will find all the hotels in the city listed. There are also advertisements which sometimes indicate the location of the hotel ("near the station", "near the airport", "downtown location", etc). This list will provide you with a starting point. Pick up the telephone and start calling. If the first call is full, sometimes they will give you information on another hotel.

Receptionists are the people who we first meet in the hotel. A receptionist's job is to welcome and register the guest. When a guest with a hotel reservation arrives at the front desk, the receptionist greets the guest and then gives out a registration form. When you arrive at a hotel, don't forget to fill out the form.

As filling out the form, make sure that such information items as your full name, address, nationality, forwarding address, the purpose of your visit and signature are entered correctly and legibly. When you are abroad, information about your passport number, place and date of issue is also needed to be recorded.

The receptionist will also check and make sure that such reservation details as room type and departure date are not changed. The receptionist is also responsible for answering any question, from answering the telephones to taking messages for the guests and handling complaints from dissatisfied guest. During your stay in the hotel, if you have any question, don't hesitate to call the front desk phone.

II. Useful Words & Expressions

1. Useful Words

accommodation 住宿
facilities 设备
telephone directory 电话簿
receptionist 接待员
front desk 前台
registration form 登记表
legibly 易读地
passport 护照
issue 签发
single room 单人房
double room 双人房
discount 折扣
credit card 信用卡
bellboy 服务生
concierge 礼宾部
operator 接线员
wake-up call 叫醒电话
market department 市场部
souvenir 礼物
turn-down service 夜床服务
laundry 待洗的衣服
iron 熨衣服
dry-clean 干洗
duty manager 值班经理
adjust 调整
air conditioner 空调
extension 分机
corridor 走廊
supervisor 上级
long distance call 长途电话
housekeeping 客房保洁
maintenance department 维修部
control 开关
merchant commission 商业佣金

2. Useful Expressions

1) Hotel Reservation

- Good morning. This is room reservation. May I help you?
- What kind of room would you like to reserve?
- A single room or a double room?
- For which dates do you want to book the rooms?
- What time will you be arriving?
- How long will you be staying?
- I'd like to confirm your reservation.
- I'll check the room availability.
- There is a 10 percent discount.

2) Checking in

- Have you got a booking?
- A double room costs 368 yuan per night.

- Breakfast is also included.
- May I see your passport?
- Could you fill in this form, please?
- This is your room card and room key.
- Could you sign your name, please?
- If you leave after 6:00 p.m., you'll have to pay the full account.
- How would you like to pay, sir, in cash or by credit card?
- I feel terribly sorry. This is the busiest season and all kinds of rooms are fully booked.
- Could you keep your room key until you check out?

3) Cashing

- Here is your bill. It's 2000 yuan in all.
- Please check it and sign here.
- I will write out a receipt for you.
- May I check the details for you, please?
- We'll have to charge you $10 extra.
- Did you make any phone calls from room, sir?
- I am sorry, sir, there has been an error in your bill. Please wait a minute while I correct it.
- Is your baggage down, sir? Could you check out after your baggage has been brought down, please?

4) Concierge

- Are these your baggage?
- Is this everything, sir?
- May I take them for you? / Let me help you with your luggage.
- The bellboy will show you to your room, sir.
- You may leave your luggage in the concierge.
- Would you like to check your luggage here?
- Don't worry, your luggage will be sent up at once.
- When you check out, please call No.63 and we'll help you with your luggage immediately.
- May I know your room number?
- May I have a look at your room card?
- Would you like me to call a taxi for you?
- About 30 minutes by taxi from here to Airport.
- After you, please.
- This way, please.
- Here we are, sir, room 1335.

5) Operator

① Receiving external phone call

- Good morning, Qisheng International Hotel Operator. This is (name) speaking. How may I help you?
- Hold on, please!
- Sorry, the line is busy. Please call back later.
- There's no answer. Would you like to leave a message?
- Sorry, there's no guest with that name.
- Would you like to repeat the number?
- Could you speak slowly, please?
- I'm afraid you dial the wrong number. Here is Qisheng International Hotel.
- I'll put you through to the information desk.
- Thank you for calling, I'll relay the message to Mr./Mrs ...

② Morning Call Requirement

- May I have your name and your room number, please?
- Could you tell me what time would you like to get up?
- May I repeat your room number and the time, sir?
- Good morning, sir. This is your wake-up call. Have a nice day.

6) Shopping Center and Business Center

- Do you want to buy something here?
- What is the price of this? This one is eight hundred dollars.
- Do you have this shirt in a small?
- Let me check. Yes, we have.
- May I try it on? Sure. Let me help you.
- I'll send this fax at once.
- Sorry, sir. The line is busy.
- I'm sorry to bring you so much trouble.
- Let me count, it's 15.5 yuan in all.
- The regulation of charge in business center is on this board.
- How many copies do you need?
- The Internet charge in 30 minutes is 10 yuan.
- The copy of each piece of paper for A4 size is 1 yuan.
- To copy the paper's both sides costs as much as two pieces of paper.
- I'll call the airline to see if there are tickets for you.

7) Sales and Market Department

- What kind of rooms (foods) would you like to have?
- We'll give you a 10% discount.
- We'll offer tour guides complimentary breakfasts.
- We accept your terms.
- May I present you a little souvenir?
- Let's drink to our friendship!
- Cheers! (Bottoms!)
- What do you think of our service?

8) Housekeeping

- Housekeeping. May I come in?
- When would you like me to do your room, sir?
- May I do the turn-down service for you now?
- If you have any laundry, please just leave it in the laundry bag behind the bathroom door.
- Please tell us or notify in the list whether you need your clothes ironed, washed, dry-cleaned or mended and also what time you want to get them back.
- They will be back within 4 hours.
- It's free of charge.
- We'll send it to you right away.
- I'm sorry. I'm afraid I can't understand about that. May I call duty manager?
- You're welcome and I hope you have a good dream.
- I'm afraid your room will be ready in a few minutes. We are sorry for the inconvenience.
- Let me adjust the air conditioner for you.
- Here is a fax for you.
- If you have anything else, please dial the extension number "7700".
- We are very glad to provide service for you.
- Sir, your room is at the end of the corridor.
- I can contact the reception desk to arrange it for you.
- Is there anything else I can do for you?
- I'm afraid we don't have this kind of service.
- If you need to clean your room, please put the clean card on the door.
- I'll report it to my supervisor immediately.
- Please wait a minute. I'll let you know as soon as possible.

III. Model Dialogues

Dialogue 1　Room Reservation

Situation: Andy Burns is making a long distance call. He wants to book a double room in Yucca Hotel.

R: Reservationist　　G: Andy Burns

R: Good morning. Yucca Hotel. Reservation desk. Can I help you?

G: Good morning. This is Andy Burns calling from Canada. I'd like to book ten double rooms at your hotel.

R: Which date would you like to book, sir?

G: From 12th to the morning of the 15th this month.

R: Let me check the reservation list. Yes, we do.

G: What's the rate of the double room per night?

R: It's 480 yuan per night.

G: Oh, that's a little high. Do you have anything less expensive?

R: I am afraid not, sir. This is the least expensive double room available.

G: All right. I guess I will take it.

R: Would you give me your full name, please?

G: Andy Burns. A-N-D-Y, B-U-R-N-S.

R: Mr. Burns, ten double rooms from 12th to the morning of the 15th. That's three nights altogether. Am I correct?

G: Exactly.

R: Thank you for calling, Mr. Burns. We look forward to seeing you. Goodbye.

G: Goodbye.

Dialogue 2　Confirming a Reservation

Situation: Andy Burns is making a long distance call. He wants to confirm a reservation in the Yucca Hotel.

R: Reservationist　　G: Andy Burns

R: Good morning. Room Reservation Department. May I help you?

G: Yes. I'd like to confirm a reservation.

R: Certainly, sir. May I have the day of your reservation, please?

G: It was from 12th to the morning of 15th.

R: In whose name was the reservation made?

G: Andy Burns.

R: Could you hold the line, please? I'll check the reservation record... Thank you for waiting, sir. Yes, we have the reservation under your name. Your name is confirmed for that day. We look forward to your arrive.

Dialogue 3 Check in

Situation: A gentlemen comes to the reception desk. The receptionist is helping him with his registration.

R: Receptionist G: Andy Burns

R: Good morning, sir. May I help you?

G: Yes, I booked a double room at your hotel two days ago. My name is Andy Burns.

R: Just a moment, please. I'll check it for you. Thank you for waiting, Mr. Burns. Yes, we do have a reservation for you and we are holding ten double rooms for you for three nights beginning today. Is that right?

G: Yes.

R: Well, may I see your passports, please?

G: Of course.

R: Mr. Burns, would you please fill out this registration forms? Your nationality, date of birth, passport number, occupation... and your signature is on the bottom right-hand corner. Here is a pen.

G: No problem. What should I fill in under room number?

R: You can skip that. I'll put it in for you later on.

G: Thank you. Here you are. Is it OK?

R: Let me see...name, address, nationality, passport number, place of issue, date of departure and signature. Now everything is in order. And here's your key and your key card. Please make sure you have it with you at your times. You need to show it when you sign for your meal and drinks in the restaurants and bars.

G: OK. I'll take care of it.

R: Shall I ring the bellboy and we will show you up to your room.

G: Yes. Thank you.

R: Have a pleasant stay.

Dialogue 4 Housekeeping

C: Clerk G: Andy Burns

C: Housekeeping. May I help you?

G: Yes. My room is very cold. There must be something wrong with the air-conditioner.

C: I'm sorry, sir. I'll inform the maintenance department right now. What's your room number?

G: 606.

C: Room 606. We will send someone to repair it at once. Any other problem?

G: Yes, just now I was about to take a shower, but no hot water came out.

C: Oh, sorry. Those shower controls are difficult to use. Did you put the handle out and move it to the right?

G: No, I didn't.

C: OK. We'll have the maintenance department check it for you, and they will demonstrate how to use the control. They'll be right there soon. Please do not hesitate to call us if you need any further services.

Dialogue 5 Check out

C: Cashier G: Andy Burns

C: Good morning, sir. Can I help you?

G: Yes, I'd like to check out now. Could you let me have the bill?

C: Yes, of course. May I have your name and your room number, please?

G: Andy Burns, Room 606.

C: Did you use any hotel service this morning?

G: No.

C: So you have stayed here for three nights?

G: Exactly.

C: OK. Mr. Burns, here's your bill. The total is 880 dollars.

G: Let me see... What's this for?

C: This for the IDD call you made to Washington, D.C.

G: Oh, I see. Thank you.

C: How do you wish to settle your account, sir? In cash or by credit card?

G: By credit card, please. And what kind of credit card do you honor?

C: We accept Master Card, Diner's Card, American Express, Visa and Federal Card.

G: Then I will put it on my Master Card.

C: OK, by the way, there's 4% merchant commission you must pay if you use a credit card.

G: OK, here you are.

C: Thank you. Would you sign here, please? Here is your receipt.

G: Thank you.

IV. Tasks

1. Discussion

What is the tour guide required to do when the group has arrived at the hotel?

2. Translate the following sentences into English


【参考翻译】

(1) 请问宾馆的标准客房[1]价格是多少？

(2) 您的房间确定了[2]，我们期待着为您服务。

(3) 我明天应该结账[3]，但我还想再住两天。

(4) 我想换房，因为这个房间的空调[4]坏了。

(5) 江门逸豪酒店拥有[5]各类[6]豪华[7]客房；餐厅[8]可容纳[9]五千余人同时就餐；有超过[10]一万平方米的大型夜总会[11]，设施齐全[12]。

3. Translate the following passage into Chinese


【参考翻译】

Shangchuan Island

Shangchuan Island (pinyin: Shàngchuāndǎo) also written (Schangschwan, Sancian, Sanchão, Chang-Chuang or St. John's Island) is the main island of Chuanshan Archipelago[1] on the southern coast of China. Its name originated from São João ("Saint John" in Portuguese). It is part of the Guangdong province, in the South China Sea. Located 14 km from the mainland, it is the largest island in the province. The largest island formerly was the island of Hainan but that was carved out[2] of Guangdong to become a separate province in 1988. The population of the island is 16,320.

It is known in history for having been the place of death of St. Francis Xavier[3]. Administratively, Shangchuan Town is one of the 20 towns of Taishan county-level city.

History

Shangchuan Island was one of the first bases[4] established by the Portuguese[5] off the China coast, during the 16th century. They abandoned[6] this base after the Chinese government gave consent for a permanent and official Portuguese trade base[7] at Macao in 1557.

The Spanish (Navarre[8]) Jesuit missionary[9] St. Francis Xavier died on the island on December 2, 1552, as he was waiting for a ship to take him to mainland China.

Geography

The island has been isolated from the mainland since the last ice age. It is located near Xiachuan Island, which lies west of Shangchuan. The two islands, together with smaller

islet[10], form Chuanshan Archipelago.

Shangchuan Town covers the main Shangchuan Island, as well as 12 islets. The total area of the town is 156.7 km². Shangchuan Island has an area of 137.3 km². The island has a 217 km-long coastline[11].

Economy

Shangchuan along with Xiachuan have been established as a Tourism Open Integrated Experimental Zones[12] (pinyin: lǚyóu kāifā zōnghé shìyàn qū).

Feisha Beach Resort[13] is a commercial tourist resort located on the island's eastern shore.

Transportation

Shangchuan Island is linked by ferry[14] to Guanghai, Haiyan (Shanju) and Xiachuan Island.

Scenery[15] in these two islands is well known in both China and abroad, the two islands are great vacation resorts[16] at the province level. On Feisha Beach[17] of Shangchuan Island, one can watch the waves crashing onto[18] the seashore[19], listen to the birds chirping[20] in the forest, or perhaps experience the pleasant scenery. These activities make this famous beach an ideal[21] tourist area. You can also wake up early in the morning, and watch the sun come out by the sea along with your lover (or the person at your side). Imagine how romantic this can be! You can also walk slowly along the beach and enjoy your own peace and quiet; you can also... Once you become hungry, you would want to fill your stomach. The area has many restaurants which can prepare a large variety of[22] seafood for you.

Wangfuzhou on Xiachuan Island has even more beautiful scenery. In this place, the seawater is so clear that you can see its bottom and the quality of the sand is both fine and smooth. You can either bathe in the sand, bathe in the sunshine, or bathe in the seawater.

4. Role-play

1) Situation 1

Mr. Wang comes to the Ligong International Hotel to visit one of the guests in the hotel. You are the receptionist. Make a conversation according to the information given below.

Visitor Card

Name: Wang Gang
Purpose: Visit Richard Smith in Room 1607
Telephone Number: 3299723

Clerk Card

Greet the guest
Ask if the guest needs any help
Check the list
Call the guest
Suggestion: leave a message

2) Situation 2

Mrs. Smith has just arrived after a long journey. She is very tired and disoriented. She wants to stay at your hotel. You are the receptionist. You will help her to complete the registration form.

Registration Form of Temporary Residents

Room No.		Surname		First Name		Sex	
Nationality				Date of birth			
Passport No.				Visa No.			
Permanent Address							
Occupation		Object of stay		Date of arrival			
Where from		Where to		Date of departure			
Received by				Guest's signature			

V. Supplementary Reading

Baomo Garden

Introduction

Baomo Garden is located at Zini Village[1], Panyu, Guangzhou. It was first built in the late Qing Dynasty (1644 – 1911), ruined in 1957, and reconstructed in 1995. Now it covers an area of more than 66600 square meters, and is a masterpiece[2] of South China gardens and architectures. The garden, laid out properly[3], is crisscrossed with streams[4] and more than 30 stone bridges. Finely made artistic works including pottery sculptures[5],


【参考翻译】

clay figurines[6], stone carvings[7], brick carvings[8], wood carvings[9], etc. decorate[10] the whole garden. In the exhibition halls you can appreciate a large quantity of antiques, and calligraphy and paintings[11] by celebrated masters[12].

The Stone Memorial Arch

This memorial arch[13] is built with over 400 pieces of granite[14] and weighs over 600 tons. The three characters[15] on it – Bao Mo Garden – were written by Qigong, a famous calligrapher[16]. On the crossbeams[17] were carved images of beasts[18] that symbolize luck[19] and pictures that depict[20] ancient Chinese folk tales[21]. The couplet[22] on the two sides means that at Zini Village treasures are collected; in Baomo Garden the scenery of the south is presented.

The Nine-dragon Bridge

This granite bridge[23] is known as Nine-dragon Bridge. It's an imitation[24] of the Jinshui Bridge[25] in front of Tian'anmen in Beijing. On a 7m-long and 3m-wide slate[26] on the bridge are carved nine lifelike[27] dragons. The name Nine-dragon carved on the bridge is a copy of calligraphy by Zhao Ji, a Song Dynasty (960 – 1279) Emperor.

The Screen Wall

The wall at the entrance, built with over 30,000 dark bricks[28], is a "screen wall[29]". Its function is to avoid exposure of the scenes[30] in the garden. On its facade[31] are carved more than 600 birds, insects[32] as well as flowers and trees – phoenix[33], pheasant[34], dragonfly[35], pine[36], bamboo[37], willow[38] and peony[39], to name just a few. The carvings stand for vitality[40] and prosperity[41]. On the reverse side[42] are carvings of calligraphy by Wang Xizhi, a best-known calligrapher of the Jin Dynasty (265 – 420). This gigantic[43] masterpiece of traditional South China brick carving was designed and created[44] by a young artist, He Shiliang by name.

The Hall of Ruling Foundation

This hall was built in honor of[45] Bao Gong, an official of the Northern Song (960 – 1127) who was known and held in high esteem for[46] being upright[47], incorruptible[48], straight and fair[49]. The name of the hall was after a poem by him, "The foundation of ruling a country is officials being incorruptible and upright."

At the central place of the hall is hanged a Chinese painting "Lotus Flower[50]", symbolizing[51] Bao's noble spirits[52]. The couplet[53] by its sides means that Bao was an upright and incorruptible official; his deeds[54] would pass on[55] and always be held in esteem[56].

On the right side of the hall there is a wooden tablet[57] with the Chinese characters "Baomo Garden" inscribed[58] on it. It's made of wood unearthed[59] from a Western Han (206 BC—25 AD) tomb. At the back of the hall there is a granite tablet also with the inscriptions "Baomo Garden",

which is the only remnant[60] of the original garden.

Baomo Hall and Longtu Hall

The two halls were also built in honor of Bao Gong. At the central place of Baomo Hall is hanged a portrait[61] of Bao clothed in[62] red official robes[63], a figure of uprightness. In stories[64], legends[65] and dramas[66], Bao was presented as dark-skinned[67]. This is, in fact, an artistic image, because dark skin stands for[68] somberness[69], uprightness and straightness. The couplet also praises Bao as a recommendable official who was held in everlasting esteem[70].

The Long Corridor

The corridor[71] in Baomo Garden is constructed in traditional Chinese way; supported by wooden crossbeam and columns[72] as well as dougong (brackets[73] inserted between the top of a column and a crossbeam), and covered by arched dark tiles[74]. The corridor, more than 1300 meters long, links the pavilions[75], terraces[76], storied buildings[77], and pools[78], which not only makes it convenient for the visitors but also serves as a good place for resting and sightseeing.

Zilai Memorial Arch

The arch is located at the very center of the Garden. It is built with white stone. The pedestal[79] is embedded with twelve animals representing the Chinese lunar years[80] and images of the Eight Immortals in Daoism[81], all in granite. In front of the Arch there stand a pair of stone lions, at the back a pair of legendary auspicious beasts – kylin[82]. This arch symbolizes the nobility of incorruptible officials[83].

Zidai Bridge

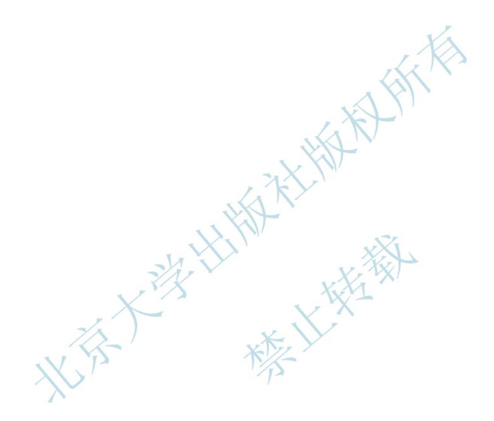
Zidai Bridge is a nine-arch white stone bridge[84]. It spans[85] the Qingping Lake, and looks like a beautiful rainbow over the waves. The bridge presents a picturesque view[86] when seen from afar[87]. The over 30 stone sculptures by the railings[88] are about stories from historical novels[89]. The fine sculpture makes them masterpieces.

River View on Pure Brightness Day

This is a large-scale mural[90] of porcelain sculpture modeled after[91] an invaluable[92] painting by Zhang Zeduan, a master painter of the Northern Song Dynasty (960 – 1127). The mural is 63m-long and 7m-wide, 100 times the size of the painting. It gives detai led description to the prosperous scene in Bianliang, capital of Northern Song (which is now known as Kaifeng, located in Henan Province). 1648 figures can be counted on it. It's a record of the city life back then and a reflection of prosperous trade in China.

Treasure Collection Hall

This is a place for the collection of cultural relics and antiques[93]. On the first story are collected porcelains across different dynasties, and on the second story, calligraphy and paintings by famous figures of all times.



Chapter 5

Meeting Service

Goals:

After learning this chapter, you will be able to:

- book a meeting room;
- confirm a meeting reservation;
- cancel a meeting reservation;
- discuss venue layout;
- apply and make a booth reservation.

Key Points:

1. The useful expressions of booking a meeting room.
2. The useful expressions of confirming a meeting reservation.
3. The useful expressions of cancelling a meeting reservation.
4. The useful expressions of discussing venue layout.
5. The useful expressions of applying and making a booth reservation.

I. Lead-in

Question: A company is going to host a conference. What are the steps to plan a conference?

Planning a conference includes setting up the venue, blocking off hotel rooms, providing food, and organizing the presenters.

There are many steps to plan a conference. Much attention has to be paid to details, because delays or technical problems can discourage attendees from returning for future events. Because planning a conference can involve a lot of work and attention to detail, tasks should be delegated to others if possible.

Location and Logistics

Some organizers will have space within their own company in which to hold a conference, but others may need to locate an outside source. Estimate how many attendees there will be and make sure the venue has enough space and seating to accommodate everyone. Some hotels have conference rooms, so the organizer may be able to get discounted room rates for out-of-town conference attendees. If not, check with other local hotels to see if they can offer any discounts.

There are some supplies that should be readily available on the day of the conference, including plenty of tape (clear, masking, and duct), tacks, pins, staplers, and scissors. The organizer should have enough blank name tags for all attendees if premade name badges are not going to be provided.

The organizer will need to set up a schedule of events, including sessions and workshops. This will involve contacting all speakers and finding out what they will need. Once this is in place, a registration form can be sent to potential attendees listing all the conference information. Once the registration forms start coming back, the organizer can estimate how many attendees to expect.

Food and Leisure

While registration is going on, the organizer must think about other details. Will food be provided and if so, which meals? Some conferences provide breakfast, lunch, and dinner, while others provide snacks and drinks. Again, if the conference is being held at a hotel, the hotel may be able to provide meals for attendees. If not, consider catering, and decide whether to offer special meals for those with particular dietary needs. At the very minimum, there should always be beverages such as water, tea, and coffee offered to attendees for the duration of the conference.

Some conferences offer after-hours events for attendees to attend local attractions together. Consider what the host city has to offer, and remember that a positive experience outside the conference will help leave a good impression of the whole event.

Providing Supplies and Materials

There are some supplies that should be readily available on the day of the conference, including plenty of tape (clear, masking, and duct), tacks, pins, staplers, and scissors. The organizer should have enough blank name tags for all attendees if premade name badges are not going to be provided. If there will be some attendees paying the day of the conference, a receipt book will be needed. There should also be a clearly labeled registration area set up in the lobby of the conference venue.

Each attendee should have a written agenda of events for the conference. This includes the times and dates of sessions and workshops as well as the presenter's name and information. Each attendee should get a conference bag that contains the agenda as well as any giveaways the local business are willing to provide.

Special Equipment

Make sure to test computers, internet connections, projectors, and other audio visual equipment before the conference to make sure everything is in working order. The day of the conference, there should be plenty of personnel to help attendees and presenters with any needs they may have. The organizer may need someone to make replacement badges, get cash to make change for registration, or procure last-minute audio visual equipment. Make sure to have a clear idea of whom to consult if any issues arise during the conference.

Some organizers may wish to hand out evaluations to get an idea of how the conference is received by attendees. Have a clearly marked spot where the attendees can return their evaluations and a method for evaluating them afterwards.

II. Useful Words & Expressions

1. Useful Words

conference 会议
venue 会场
blocking off 封闭
presenter 主持人
delegate 授权
logistics 物流
attendee 参会人员
out-of-town 外地的
clear tape 透明带
masking tape装饰带
duct tape 胶带
tack 平头钉
pin 别针、大头针
stapler 订书机
scissors 剪刀
name tag 姓名牌

name badge 姓名牌 leisure 休闲
workshop 专题讨论会

2. Useful Expressions

- I want to know the booth number of … company.
- Welcome to ××× Exhibition Center.
- Excuse me, sir. Let me see your exhibition certificate, please.
- How much is the standard booth?
- Could I ask how many you will order?
- I'm sorry, but your price is a little too high.
- We can do the bargaining later.
- If you order more than three booths, I will give you a discount.
- Our orders are doubled after the exhibition.
- Most of the buyers are visitors we met during the exhibition.

III. Model Dialogues

Dialogue 1 Booking a Meeting Room

Situation: A clerk in Economy and Management Department of Wuyi University is going to book a meeting room at Yucca Hotel by telephone.

R: Receptionist G: Clerk

R: Good morning. Yucca Hotel. May I help you?

G: Good morning. I want to make a reservation for a meeting room. I want to know what kind of conference room you have.

R: We have several conference rooms for you to choose from. And we offer many kinds of meeting facilities for our guests. We have small, medium-sized conference rooms, and we have multifunction rooms and an auditorium for large meetings.

G: We'd like to rent a bigger conference room for Economy and Management Department of Wuyi University. How about your multifunction room?

R: The multifunction room locates on the 2nd floor. It is 530 square meters and can hold each kind of large-scale conference for about 400 people, and mainly used in all kinds of receptions.

G: OK. Do you have a multifunction room available for next weekend, on September 10th?

R: Could you hold the line, please? I'll look into our booking situation. (After a while) Thank you for waiting, sir. Yes, we have a multifunction room available for the day.

G: Great. I'll make a tentative reservation for the multifunction room on September 10th. I want to see it for myself to settle down. Then I'd like to discuss the relevant matters with you.

R: We look forward to serving you.

G: Thank you very much.

R: You are welcome.

Dialogue 2 Confirming a Meeting Reservation

Situation: A guest named Zhao Ping'an went to a hotel to confirm a meeting reservation and relevant matters, such as venue layout and meals.

R: Reservationist H: Guest

R: Good morning, sir. Can I help you?

H: Good morning. I'm Zhao Ping'an of Economy and Management Department of Wuyi University. I have reserved a small-sized meeting room from 9:00 a.m. to 16:00 p.m. on August 2nd. I'm here to confirm the reservation and make sure the facilities of meeting. Do you have facilities for holding a meeting the day after tomorrow?

R: Our meeting room is equipped with beam projector, slide projector, an LCD, a white board easel and cable mikes, etc.

H: Classroom style with stationery on each desk. We also need some fresh flowers on the head table and the reception desk.

R: That can be arranged, sir. What do you wish to have for the morning break?

H: It would be better to have coffee, tea, and some Chinese Dim Sum.

R: OK. We haven't mentioned the lunch. Which do you prefer, Chinese style, western style or buffet?

H: I think buffet is all right.

R: All right, Mr. Zhao. You booked a full day meeting in our small conference room equipped with necessary facilities and wish to have tea, coffee and Dim Sum for morning break, and buffet for lunch.

H: Right. Thank you for your help. Goodbye.

R: We look forward to your coming. Goodbye.

Dialogue 3 Cancelling a Meeting Reservation

Situation: Mr. Zhao Ping'an is going to cancel a reservation in Yucca Hotel.

R: Reservationist G: Guest

R: Good morning, Yucca Hotel.

G: Hello, my name is Zhao Ping'an, and I'd like to cancel a meeting room reservation for my college. We have had a last minute change of plans.

R: I see. In whose name was the reservation?

G: Zhang Xiong.

R: How do you spell that, please?

G: Z-H-A-N-G X-I-O-N-G.

R: What was the date of reservation?

G: From July 2nd to July 5th for 3 nights.

R: Excuse me, but is the reservation for you?

G: No, it's for my manager.

R: May I have your name and your telephone number, please?

G: Yes, it's Zhao Ping'an and my number is 0750-3299722.

R: Thank you, sir. I'll cancel Mr. Zhao Xiong's reservation at July 2nd night. Would you like me to reschedule you for another night?

G: No, thank you. I will discuss with my manager and then I will give you a reply. We will let you know as early as possible.

R: It is OK. We look forward to another chance to serve you.

Dialogue 4 Venue Layout

Situation：Mr. Zhao is discussing the venue layout with Mr. Li.

W: Mr. Zhao F: Mr. Li

F: Mr. Zhao, how is the preparation for the conference?

W: I am worried about the hall decoration. It should be completed by next Monday and we have only one more week.

F: I think we will have to try our best. How about chart, bulletin board, lighting and incandescent lighting?

W: So far so good. I think they will be made on time.

F: Good. I want everything in good order before the conference. By the way, Mr. Zhao, the opening ceremony will be held on next Tuesday. Have all the visitors been notified?

W: Yes. I sent them formal invitation a week ago.

F: Have you prepared the guidebook which includes the introduction and schedules of the conference?

W: Yes, I have. I have also prepared a fair memo.

F: Good. By the way, will you help me to type these letters and mail them immediately?

W: Yes, of course.

F: And you should pay attention to the venue layout. Our clients asked for the arrangement of balloon, flower, lighting and acoustics in the conference room.

W: All right.

Dialogue 5 Booth Application and Reservation

Situation: A client wants to make a booth reservation with a reservation clerk on Pipazhou Exhibition Center.

R: Reservation Clerk C: Client

R: Good morning. Pipazhou Exhibition Center. Can I help you?

C: Yes, please. I'm from Exmoto in the US. I'd like to register for the international Motorcycle Exhibition.

R: May I have your name, sir?

C: I'm Richard Smith.

R: Let me check, Mr. Smith. Thanks for waiting. Fortunately, there are still some booths available. If you send us your registration form and registration fees within two weeks, it is still possible for to get one booth.

C: May I register for it now on the phone?

R: Fine. I'd be glad to help you sign up on the phone. Perhaps you can answer me some questions to start with.

C: Sure.

R: May I know your phone number, email and your company's name?

C: My phone number is 867-93-455; my email is Rismith@exmoto.com; my company's full name is Exmoto Motorcycle Assembling Corporation.

R: Mr. Richard Smith at 867-932-455 from Exmoto Motorcycle Assembling Corporation; and email is Rismith@exmoto.com. Is that right?

C: Yes.

R: Are you looking for a standard package booth or non-standard package booth?

C: What is the charge for each booth?

R: The nine-square meter booth costs at least RMB 23 000 yuan per unit while the six-square meter booth is at least 17 000 yuan per unit. Which one would you prefer?

C: One nine-square meter booth, please.

R: Where do you wish your booth to be located?

C: Can I reserve a space in the center?

R: Sorry, but all center booths are booked up. We have only corner booths left.

C: Oh, that's fine. I'll take a corner booth.

R: There is a corner stand to the right of the entrance. Will that be all right?

C: OK, I'll take it.

R: Thank you, Mr. Smith. You have reserved one nine-square meter corner booth to the right of the entrance. The booth number is A-192. May I have your credit card number?

C: The number is 8453-1981-0327, expiration date is 12/31/2020.

R: Thanks. I'll send you an email to confirm your reservation soon. Anything else we can do for you?

C: No, thank you very much. Goodbye!

R: Thanks for calling. Goodbye!

IV. Tasks

1. Discussion

As a local guide, please make a welcoming speech to your guests.

2. Translate the following sentences into English

(1) 我们有多个会议厅供您选择。

(2) 您需要什么样的设施？

(3) 这个日期你觉得合适吗？

(4) 您几点开始用会议室？



【参考翻译】

(5) 会议服务是指会场从事现场服务的工作人员，他们通常被称为"会议专员[1]"。这些人员要通晓外语，熟悉国际会议的程序，一般都经过培训。虽然他们做的都是一些具体的服务工作，但却是保证会议顺利进行不可缺少的环节。国际机构的常设秘书处还设有专门负责会议服务[2]的部门，对会议专员有一整套严格的要求。

3. Translate the following passage into Chinese

Jiangmen Bird Paradise

【参考翻译】

"Bird Paradise" is a city located in Xinhui Tianma village, 10 km south of the river banyan tree alone, because Ba Jin, who had come to the traveled and wrote a *Journey "bird's paradise*[1]*"*, have had a banyan tree beautiful name—"bird paradise". "Bird Paradise" an area of 18 acres, a distance, floating like an oasis[2] in this big tree on the habitat[3] every day tens of thousands of wild egrets[4] go out the morning, more spectacular[5].

The natural phenomena appear in the densely populated area, full of vitality[6] and has been going on 384 years, attracted a large number of foreign tourists attracted over the region.

4. Role-play

Situation

Miss Zhao Lili comes to Ligong International Hotel to make reservation. You are the receptionist. Make a conversation according to the information given below.

Date	June 20th to 25th, 2010
Venue	Ligong International Hotel
Company	Dachangjiang Vehicles Automotive Factory
Participant	30 members

V. Supplementary Reading

The Chen Family Temple

Introduction


【参考翻译】

The Chen Family Temple was an ancestral temple[1] of the Chen families in Guangdong Province. As a Chinese saying goes, "people of the same surname were in the same family 500 years ago." This adage[2] is known to all in China and is certainly true as applied to the fact that people of the Chen families in the 72 counties of Guangdong Province jointly built this temple, in 1894 in the present-day Zhongshan Qi Road, as a place of their clannish activities[3] on special occasions[4] as well as a shrine for offering sacrifices[5] to their common ancestors[6]. Otherwise called Chen Clan Academy[7], it was also a school for children of the Chen families. In 1959, it was converted into[8] the Guangdong Folk Art Museum[9], for the temple structure itself is a comprehensive expression of the exquisite Guangdong folk arts and crafts.

Covering a ground space of 15,000 square meters, with a floor space of 6,400 square meters, the temple is built in the traditional Chinese architectural style. It is laid out in a symmetrical[10] way, with the longitudinal central line[11] as the axis[12] and the structures on one side corresponding exactly with those on the other. Its wide-open main halls and the lattice-walled[13] wing-rooms[14] are interspaced[15] by courtyards[16] and connected with corridors[17], and huge suspended[18] or floor screens[19] as well as solid brick walls[20] are used as partitions[21] between halls and courtyards and between rooms; thus creating an artistic effect of being structurally compact[22] but appearing spacious and magnificent, and producing a contrasting effect of the big with the small, the high with the low, the open with the

hidden and the true with the false.

Another feature of the temple structure is that all the houses are gable-roofed[23], with two slopes[24] to drain away the rainwater, which is the traditional style of roof structure[25] corresponding to houses for the common people in old China and to temple buildings of this kind.

In the feudal society[26] of old China, a strict hierarchy[27] was formed. Under this social estate system, everything was rigidly[28] stratified[29]. The size, height and color of a house and even the style of its roof must match the social status of its owner or user. That's why, in the former imperial palaces[30], all the back houses for servants and soldiers were low and gable-roofed with grey tiles, but the main buildings in the middle have yellow roofs with slopes on four sides.

While being constructed in the national style of architecture[31], the temple structure is unique in the way it is decorated[32], the way that is characteristic of this province. Stone-carvings[33], brick-carvings[34], lime sculptures[35], ceramic figurines[36], wood-carvings[37] or artistic objects of iron-casting[38] can be found everywhere. They are made into flowers and trees, insects and birds, animals and human figures and even architectural complex[39]. These works of art are used not only for the purpose of decoration but are also symbols or implications of one thing or another, or depictions[40] of various scenes from stories of Chinese history and legends. For example, the peony flower is a symbol of richness and wealth, the twin lotus flowers on one stalk[41] stand for an affectionate couple[42] of husband and wife and the lion sculpture, power and dignity[43].

Outside the Main Entrance

1. The Stone Lion and the Unicorn-like[44] Animal

Here (in front of the temple) are two granite statues of the lion that exists in reality. The one playing a ball is male and the other patting a baby lion is female. Such lion statues can also be seen in other parts of the country, squatting majestically[45] at the main entrances of the houses for the upper class[46] of old China, because they are a symbol of power and dignity[47].

But the unicorn-like animal on the roof, with a single horn[48] on its head, is a fictitious animal[49] that is peculiar to Guangdong Province. During the Ming Dynasty (1368－1644), natural calamities were of frequent occurrence in the area. At that time, man was absolutely powerless before nature. When calamities[50] occurred, people had no choice but to resort to superstition[51]. They looked upon natural disasters[52] as demons and ghosts[53] and created this beast of prey[54] to expel[55] them. So, this unicorn-like animal is a mythical beast[56] that is endowed with supernatural power[57] to exorcise[58] evil spirits[59].

2. The Sculpture of Gourds[60]－A Token of a Flourishing Family[61]

The sculpture of gourds in pairs on the roof or in other places of the temple is a token of a flourishing family with ever-increasing members. It incarnates the Chen family's desire that its

clansmen would live and multiply[62] continuously like gourds growing luxuriantly[63] to propagate successively[64]. This is because the gourd is a seedy plant[65] and its many seeds will propagate[66] in great members.

3. Masterpiece of Brick-carving

On the wall on either side of the main entrance is a picture carved on bricks, depicting[67] different stories from Chinese historical novels. They are regarded as representative works[68] of the exquisite[69] Guangdong brick-carving.

The Guangdong brick-carving is unique in the technique of its making. It is made in such a way that different parts of a picture are carved separately on small pieces of ready-made fired bricks before they are laid onto a wall to form an integral whole[70], whereas those of other provinces are made by carving a whole picture on a big piece of adobe[71] (unburned brick) before it is fired into a hard cube and embedded onto[72] the wall. The former entails[73] much more precision[74] and skill and so is more exquisite and is of greater artistic value[75].

1) Liu Qing Taming a Fierce Horse

The brick-carving on the east side (on our right hand side when facing the temple) depicting the story of Liu Qing, a valiant general[76] of the Northern Song Dynasty (960 – 1127), who succeeded in taming a fierce horse[77] that was sent by an aggressive neighboring state[78]. The aggressor state[79] had sent the horse as a challenge, threatening that, if nobody in Song's domain[80] could get the horse under control, they would sent troops to attack. Liu Qing's courage and valor[81] greatly crushed the enemy's arrogance[82] and thus avoided a war.

2) The Heroes Gathering in Revolt in Liangshan[83]

4. The Stone Drums

The stone drums[84] at the main entrance are a symbol of social status of the Chen family. In the feudal society of the Qing Dynasty, people could place a pair of drums in front of their house only when someone in their family had been conferred an academic degree of (or higher than) "jinshi", a title given to successful candidates in the imperial examination[85]. In 1893, the year before the temple was completed, a member of the Chen family, Chen Botao by name, was awarded by the Qing court[86] a title of "tanhua", the number three scholar in the highest imperial examination[87], and so these drums were mounted here in his honor.

5. The Kylin and Its Treasured Books

The relief sculpture on the wall behind the stone drum on our left (when facing the temple) is called the Kylin[88] and Its Treasured Books[89]. The kylin is a Chinese mythical animal, with an appearance of a deer, a tail of an ox and a body covered all over with scales like a fish[90].

Tradition says that the kylin is an omen of auspice[91] and was brought into being on the same

day as Confucius[92] was born. In the Chinese classics, the kylin is often likened to a great man of noble moral character; therefore the kylin here is, in fact, the incarnation of Confucius[93], who has been reputed[94] as the greatest philosopher and teacher[95] of morals for over 2000 years in China.

This sculpture was made to encourage people to strive for scholarly honors[96] and official positions[97] by way of studying the works of Confucius.

6. To Be Conferred a Title of Nobility

The relief sculpture[98] behind the stone drum on our right hand side (when facing the temple) is also an implicative picture[99]. The bird, the deer, the bee and the monkey combine to imply that people of the Chen family would be conferred scholarly honors[100] and appointed high official positions[101] with handsome salaries[102] by the imperial court, because the Chinese characters for bird, deer, bee and monkey are homonymous respectively[103] with those for "title of nobility[104]", "official salary[105]" and "granting titles to the nobles[106]".

7. The Door Gods

The two portraits[107] on the door-leaves are door-gods[108]. Original door-gods were two legendary gods[109], Shencha[110] and Yulei[111], who, it is said, were able to catch ghosts and protect a house from evil spirits[112]. Attired[113] in fancy armors[114], with a rope in their hands, they looked awe-inspiring[115]. Since the Tang Dynasty (618－907), door-gods have gradually been replaced by people in real life, which is a tradition started by Emperor Taizong of the Tang Dynasty[116]. It is said that, one day, the emperor was frightened by ghostly wailing from outside his bedroom and he could not fall asleep. Two of his faithful generals[117], Qin Qiong and Yuchi Gong, offered to guard his bedroom at night, so the emperor slept soundly. His Majesty[118] then ordered that the portraits [119]of the two generals be put up on his bedroom door and this also kept the ghosts away. Since then the two generals have been regarded as door-gods.

In the Front Hall

The Teak-Wood Screen[120]

Among all the works of art in the temple, the wood-carving is the most outstanding. This teak-wood screen, together with the one in the central hall[121], is indeed a rare piece of wood-carving[122] in the local province and in the whole country as well. The most prominent[123] feature of the wood-carving in the temple is that most of them are carved to penetrating through[124] the wood from one side to the other, so the two sides are carefully made with exactly the same things but those on the reserve side are placed just the other way round, as is the inverted image in the mirror.

1) To Create a Great Property to Benefit the Flourishing of Posterity[125]

Look at this picture. A hen and some chickens are walking leisurely[126] looking for food un-

der the shade of the big leaves of a banana tree. The chickens here are not portrayed[127] just for chicken's sake but are likened[128] to the present generations[129] of the family. Also, the big leaves of the banana tree are compared to the great property or great wealth created by past generations[130], because the Chinese words for "big leaf[131]" and the words for "great property[132]" or "great wealth[133]" are homophones of each other[134].

The moral[135] of the picture is that the great property created by the older generations is benefiting the younger generations[136]; therefore, people of the present generations must also work hard to create more wealth for the benefit of the future generations.

2) A Man of Great Learning is to be Appointed Official Positions

This picture is composed of many things and each has its own meaning:

a. This is the emblem of Daoism[137] called "Bagua[138]". Its eight diagrams[139] stand for eight existences or phenomenon in nature[140] (sky, earth, thunder, wind, water, fire, mountain and lake) and embody[141] a profound theory. Here, they symbolize[142] people's knowledge of all branches[143].

b. The wine-pot[144]: In the Chinese classics, a wine-pot with much or little wine in it is sometimes likened to a person of great or poor learning.

c. The wine-cup[145]: This is an ancient wine vessel and is likened to "title of nobility[146]", because the two things are meant by the same word in ancient Chinese.

d. The ancient coin[147]: Its meaning is self-evident[148], i.e., money and wealth.

e. The phoenix[149]: A mythical chicken-like bird[150] that is regarded as a mascot[151] whose presence is supposed to bring good luck[152].

f. The kylin: A fictitious animal that is sometimes compared to a person of profound knowledge.

So, "A man of great learning is sure to be conferred a title of nobility and appointed an official position with a handsome salary" is the main idea the picture implies.

3) A Man Filled with Elation[153] and the Five Blessings[154]

This is a picture of an incense-burner[155] with a wisp[156] of smoke curling upward to form a Chinese character meaning "longevity[157]", which is surrounded by five bats[158]. In the Chinese language, a person who is elated by his success is often described as one who proudly "blows off his breath[159]" and "upwardly stretches his brows[160]". Therefore, the smoke emitted[161] from the incense-burner is likened to the breath blown out from a person's mouth and the incense-burner with rising smoke is compared to a person who is proud of his success.

The five bats flying around the Chinese character for longevity stand for "five blessings" or "five good fortunes", because the Chinese word for "bat" and the word for "blessing" are homophones of each other. According to the Chinese classics, the five blessings are "to live long, to be

wealthy, to be healthy, to have cultivated morality and to die a natural death[162]". Therefore, the picture is an implicit illustration of people's aspiration for a successful and happy life.

4) Young Folks Grow Up Fast but a Great Mind Matures Late

This is a bamboo stem[163] that's grown into the shape of a Chinese character meaning "happiness[164]" or "good fortune[165]". The bamboo shoots up very fast at the earlier stage of its growth, but it takes years for it to become mature enough for practical use. The picture suggests that a young man is quick to learn but a man of great learning needs years to shape or illustrates the meaning of an English proverb "Rome was not built in a day[166]". This is to encourage people to study with perennial efforts[167].

In addition, a character for happiness that is composed of a bamboo stem also implies a greeting of "wishing somebody happiness[168]", because the Chinese word for "bamboo" is homonymous with the word for "wish". So, "bamboo happiness" implies "wishing somebody happiness".

5) The Advent of Good Fortune

This is an inverted Chinese character for "happiness" or "good fortune". It is on the reverse side of the wood-carving and so is placed the other way round. The Chinese word for "inversion" and the word for "advent[169]" are homophones of each other, so an inverted character for "good fortune" implies "the advent of good fortune[170]" or "the coming of happiness".

The Sage Meeting Hall

This is the central hall of the temple. It is called Sage Meeting Hall[171] and was the place where the elders of the Chen family got together to discuss their clannish affairs[172].

On the ridge[173] of the hall and on the balustrade[174] around the platform in front of the hall, there are many works of art: lime-sculptures[175], pottery-sculptures[176], stone-carvings and artistic articles of metal-casting[177]. They are all implications of one thing or another. For example:

1. Sacrificial Offerings to Ancestor[178]

At the top of the balusters[179] are carved several kinds of fruit that abound in South China: peach, star-fruit[180], papaya and so on. They are symbolic offerings to the Chen family's ancestors.

2. The Three "Yangs" Usher in Prosperity[181]

Embedded in the balustrade[182] around the platform are metal-castings of different designs[183]. Among them the one of three goats with the sun overhead is called "The Three 'Yangs' Usher in Prosperity".

The Chinese word for goat is pronounced as "yang", the same as the word for the sun, so the goat is an implication of the sun. In the Chinese classical philosophy, the "yang" (the sun) is the antithesis[184] of the "yin" (the moon). The "yin" and the "yang" are the negative and positive[185] antitheses[186] in the Chinese philosophic conception[187], whose growing and declining account for the

rising and falling of the relative strength of the two principles in nature[188].

The primary meanings of the "yin" and the "yang" refer to the two sides that are shaded from or exposed to the sun: the sunny side is the "yang" and the shady side is the "yin". Therefore, the changing of the relative strength of the "yin" and the "yang" is often extended to mean the transit of seasons, from cold to warm or from warm to cold. When November comes, the "yin" begins to fall and the first "yang" rises. The second "yang" grows up in December and, when the third "yang" appears in January, spring comes round to the earth and everything takes on a new look—a scene that heralds[189] a period of prosperity.

In the old days, this motto—"The Three 'Yang' Usher in Prosperity"—was a complimentary remark for the New Year's Day[190].

3. Coming out First in the Highest Imperial Examination

The two creatures sticking up from the ridge[191] are heads of legendary turtles[192]. During China's Tang and Song dynasties, a huge portrait[193] of such a turtle-head was carved in front of the steps that led up to the emperor's throne in the imperial palace. When members of the imperial academy[194] were presented at court they usually stood in the middle of the turtle-head, so "to be enrolled[195] in the imperial academy" was often referred to as "going up to the turtle-head" and "coming out first in the imperial examination" was known as "monopolizing the turtle-head[196]". Therefore, the turtle-heads mounted (1.7-meter-high) on the ridge indicate the Chen family's desire that its members would be honored with imperial scholarship and appointed official positions.

Chapter 6

Banqueting and Catering

Goals:

After learning this chapter, you will be able to:

- make a toast;
- have buffet dinner;
- order food in a restaurant;
- introduce food.

Key Points:

1. The useful expressions of making a toast.
2. The useful expressions of having buffet dinner.
3. The useful expressions of ordering food in a restaurant.
4. The useful expressions of introducing food.
5. The useful expressions of taking orders.

I. Lead-in

Question: Banqueting and catering is becoming more and more popular in our business. If you want to banquet your friend, or your business partner, what should be paid attention to?

1. Let people know about the party in advance. If people know about your party weeks in advance, then this gives them a chance to make sure they do not plan anything on the day of the party.

2. Make sure you talk to everyone and ask how they are doing to ensure everyone feels like they are getting enough attention. No one wants to sit all by themselves the entire party.

3. Always show up at the place of the party two and a half hours before the party starts to take care of decorations, cake, drinks, food, music, etc.

4. Always invite a few more people than you plan on having at the party because it will make up for the gap of people that do not show up.

5. Always have extra room ready in your house in case someone needs to stay over.

6. If you have a small number of guests, consider an activity such as swimming or shopping.

7. Consider a theme. Try to pick something that goes with the season and has a catchy name. Grab a few decorations, conversation starters or party favors that match the theme. Invite people you like and/or know—inviting people due to their status won't enhance the status of your party or its quality.

8. Do not let your guests invite their friends over without your approval first.

9. Try to avoid people who dislike other people on your guest list.

10. Don't invite someone who is negative; he may bring your night down. Think about how your friends interact. Will someone be left out?

II. Useful Words & Expressions

1. Useful Words

banquet 款待
theme 主题
status 地位，身份
negative 消极的，负面的
menu 菜单
buffet 自助餐
rare 生的
medium 半熟的
well done 全熟的
dessert 甜品
wine 酒
roast beef 烤牛肉

specialty 特色菜
separate check 分开账单
vacancy 空位
welcoming banquet 欢迎宴会
cordial greetings 亲切的问候
best wishes 美好的祝福
toast 祝酒
a la carte 按菜单点菜，逐道点菜
red wine 红酒
delicacies 美食
cold dishes 冷盘
sweet and sour pork ribs 糖醋排骨
steamed mandarin fish 清蒸桂鱼
green French beans with ginger sauce 姜汁扁豆
sliced boiled chicken 姜汁法式绿豆
stir fried mustard-green with ham 云腿芥菜胆
hot and sour soup 酸辣汤
cafeteria 咖啡厅
feast 大餐
mustard oil 芥末油
vinegar 醋
pepper 辣椒
appetizing 开胃的

2. Useful Expressions

1) Restaurant

- I'll show you to your table.
- Would you come this way, please?
- You can sit where you like.
- Please take a seat.
- Here's the menu.
- Excuse me. Are you ready to order now?
- Would you like to try some?
- We have a breakfast buffet.
- How would you like your steak? Rare, medium, or well done?
- By the way, would you like to have some dessert after your meal?
- We have various kinds of soft drinks.
- Would you like some wine to go with your meal?
- What kind of vegetable would you like?
- What would you like to drink?
- What soup would you prefer?
- Would you like to try something else?
- I can recommend the roast beef.
- I'll check to see if we can prepare it for you.
- Just a moment. I'll check for you.
- Excuse me, have you finished with your meal?
- This is one of our specialties. I recommend you try it.



- You will have to wait for about twenty minutes.
- We'll try to serve you as soon as possible.
- Your order will be ready in a few minutes.
- The restaurant is open from 6 a.m. till 1 a.m.
- The last order is at 11 p.m.
- When would you like to hold the party?
- Please be careful, sir. This plate is hot.
- Would you like a high chair for the baby?
- Would you like some more water, sir?
- We look forward to serving you.
- I'm sorry for the inconvenience.
- I'm glad to be of service.
- Is there anything wrong, sir?
- I'll get it for you immediately.
- We are very glad to accept your suggestion.
- I'm terribly sorry. Please do accept our apology.
- We'll try to do our best in the future.
- Would you like separate checks?
- Please sign here and write down your room number.
- We accept credit card.
- It's on the house, sir.
- I assure you that everything will be to your satisfaction.

2) Reservation

- How many people are there in your party?
- I'm sorry, the tables near the window are all occupied.
- Do you have a reservation, sir?
- How about this table?
- There's a table for four over there. Would you like it?
- We have a table by the window reserved for you. / We have kept a table by the window for you.
- Would you like to take the table near the corner?
- I'm afraid there're no tables available at the moment.
- I'm sorry, that table is already reserved.
- Would you care to wait a moment in the lounge?
- We'll call you when we have a vacancy.

III. Model Dialogues

Dialogue 1 Making a Toast

Situation: Mr. Li, the manager is holding a welcoming banquet for an American guest Mr. Smith. And now Mr. Li is making a toast.

Distinguished guests, ladies and gentlemen,

Thank you very much for your kind attending this welcoming banquet hosted by our company. We are very pleased to play host to our new business partner, Mr. Smith who's from America. On behalf of all my colleagues, please allow me to express our cordial greetings and best wishes to Mr. Smith.

At this moment, we are so glad to make new friends and so happy to meet again the old ones, as an old Chinese saying goes, "Isn't it a great pleasure to have friends coming from afar?" I am convinced that Mr. Smith's visit will promote our mutual understanding and strengthen our cooperation between our two companies. Let's join hand in hand to create and usher in the much brighter future together!

Now may I propose a toast?

To the lasting friendship and cooperation between our two companies. Cheers!

Dialogue 2 Buffet Dinner

Situation: Mr. Johnson is in a cafeteria. A waiter greets him.

J: Mr. Johnson W: Waiter

W: Good evening, sir. I am afraid the tables are all engaged at the moment. Would you mind waiting for a while? Could you take a seat in the lobby bar for a moment and I will inform you when a table is free?

J: No problem.

(Fifteen minutes later)

W: I am very sorry to have kept you waiting, sir. Would you mind sharing a table with that lady?

J: Never mind.

W: We have both buffet-style and a la carte dishes. Which do you prefer? Why not try our buffet dinner? The roast beef is excellent.

J: Oh, really? I'd like to try.

W: All dishes and drinks are over there. There are many varieties. Enjoy yourself, please.

J: Excuse me.

W: Yes. May I help you?

J: I'd like some red wine with my meal.

W: Certainly, sir. I'll come back soon.

J: Thanks.

Dialogue 3 Individual Serving

Situation: Mr. Tang invites his two foreign friends, Mr. Johnson and Mr. Brad, to have dinner in his home.

T: Mr. Tang J: Mr. Johnson B: Mr. Brad

T: Gentlemen, may I serve the dishes?

J: Certainly.

B: Yes, please.

T: I have prepared some delicacies for you. Let's see. We have cold dishes, sweet and sour pork ribs, steamed mandarin fish, green French beans with ginger sauce, sliced boiled chicken, and stir fried mustard-green with ham, hot and sour soup, rice and noodles.

J: That's really a feast.

B: Oh, so many tasty food.

T: I also prepare the backup utility for your spoon or fork or chopsticks to use. These are mustard oil, vinegar and pepper.

J: How thoughtful you are!

B: It's very kind of you.

T: Thank you. Now please help yourselves to whatever you like.

J: Tang, would you please pass me the pepper?

T：Sure. Here you are.

J: Thanks.

T：You've got to try all these dishes, men. They're delicious, especially the hot and sour soup. It's really appetizing. May I help you to have some soup?

B：Thank you so much!

J：I'll do it myself, thanks.

B: Johnson, would you mind passing the mustard oil to me, please?

J: Here you are.

B: Thank you.

J：You are welcome.

Dialogue 4 Enjoying Chinese Food

Situation: Mr. Tang invites his two clients from U.K., Mr. Johnson and Mr. Brad, to dine in Chinese restaurant.

T: Mr. Tang　　　J: Mr. Johnson

B: Mr. Brad　　　W: Waiter

T: Mr. Johnson, take a seat, please. And Mr. Brad, here, please.

J: Thank you.

B: Thank you.

T: What would you like to drink, beer, champagne, wine, or Maotai?

J：Beer, please.

B: What's Maotai?

T: It's kind of spirits, a real Chinese specialty, but it is a bit strong.

B: In that case, I'd prefer beer, too.

T: What would you like, Chinese food or Western food?

J: Chinese food, please.

B: I'd like real Chinese dinner.

T: Have you eaten with chopsticks?

J: Yes, of course. As the saying goes, "When in Rome, do as the Romans do." I can't use them skillfully, but I'd like to take this opportunity to practice.

T: How about you, Mr. Brad?

B: I'd like to use chopsticks, too.

W: May I take your order, sir?

J: Since it's my first time to China, I have no idea.

B: Me, either. I don't know anything about Chinese food. What would you recommend, Tang?

T: Is there anything you cannot eat?

J: No.

B: No.

T: Which do you prefer, fish or meat?

J: I prefer fish.

B: I prefer duck.

T: I got it. Yellow fish with honey, water-soaked bamboo slices, braised chicken in casserole, beef with orange peel, spiced duck, boil vegetable in salty water, mushroom soup, and three tins of Qingdao beer. What do you think of this?

J: Sounds great.

B: OK. Whatever you say.

W: Well. I'll get the dishes for you right away.

Dialogue 5 Introducing Cantonese Food

Situation: Jane, a tour guide, is leading the group to the Bajing Villa Restaurant.

A: Jane B: Mr. Harry C: Mrs. Smith

A: Ladies and gentlemen, thank you for your attention. We are on the way to Bajing Villa Restaurant.

B: What is it famous for?

A: The roasted lamp and the delicious suimei, like the roasted goose.

C: Excuse me, Jane. What kind of cuisine it belongs to?

A: It serves Cantonese cuisine. As we all know that Cantonese cuisine is one of the eight culinary traditions of Chinese cuisines. Its prominence outside China is due to the numbers of emigrants from Guangdong. Chefs trained in Cantonese cuisine are highly sought after throughout China.

C: Oh, I just cannot wait for it.

A: I bet you will love it.

Dialogue 6 Local Snacks

Situation: Mr. Tang and his American friend Jack are doing some shopping. Now they are on the street in Jiangmen.

T: Mr. Tang J: Jack

J: I'm hungry, Tang. Now I want to try some local snacks.

T: Of course. Shall we have a look?

J: Wow, that's great. Could you tell me about some snacks from Jiangmen?

T: There are quite a lot. The most famous snack is Waihai Noodle.

J: I've heard of it. But I never try it. How does is taste?

T: It tastes good. You should try.

J: What else?

T: Enping rice-flour noodle, Hetang Dace fish balls, Beef chow fun etc. They are tasty, too. Come over and taste this.

J: What is it? It's wrapped in grass.

T: It's called "Zongzi" or rice pyramid. The wrapping isn't grass; it's indocalamus leaves.

J: May I try some?

T: Go ahead. They taste good.

J: Rice? And sweet filling.

T: Does it taste good? There are other flavors, too.

J: So wonderful!

IV. Tasks

1. Discussion

What should the tour guide do to supervise the services of the local travel companies?

2. Translate the following sentences into English


【参考翻译】

(1) 您现在可以点餐[1]了吗？

(2) 饭后甜食[2]我要香草冰激凌[3]。

(3) 您要点儿什么饮料[4]？

(4) 好的，我重复[5]一下您点的菜。

(5) 我们今天想品尝一下中国菜。

(6) 新会陈皮[6]是广东省江门市新会区的汉族传统名产[7]。当地所产的大红柑[8]的干果皮[9]具有很高的药用价值[10]，又是传统的香料和调味佳品[11]，所以向来享有盛誉[12]。

3. Translate the following passage into Chinese


【参考翻译】

Liang Qichao

From Wikipedia, the free encyclopedia

Liang Qichao (February 23, 1873 – January 19, 1929), courtesy name[1] Zhuoru, pseudonym[2] Rengong, was a Chinese scholar[3], journalist[4], philosopher[5] and reformist[6] who lived during the late Qing dynasty and early Republic[7]. He inspired Chinese scholars with his writings and reform movements.

Family

Liang Qichao was born in a small village in Xinhui, Guangdong Province on February 23, 1873.

Liang's father, Liang Baoying (courtesy name Lianjian), was a farmer, but a background in classics allowed him to introduce Liang to various literary works[8] when Liang was six years old. By the age of nine, Liang started writing thousand-word essays[9] and became a district-school student soon after.

Liang had two wives: Li Huixian and Wang Guiquan. They gave birth to nine children, all of whom became successful individuals through Liang's strict and effective education. Three of them were scientific personnel[10] at the Chinese Academy of Sciences[11], including Liang Sicheng[12], the prominent historian[13] of Chinese architecture[14].

Early life

Liang passed the Xiucai degree provincial examination[15] at the age of 11. In 1884, he undertook the arduous task of studying for the traditional governmental exams[16]. At the age of 16, he passed the Juren second level provincial exams[17] and was the youngest successful candidate[18] at that time.

In 1890, Liang failed in his Jinshi degree national examinations[19] in Beijing and never earned a higher degree. He took the exams along with Kang Youwei[20], a famous Chinese scholar and reformist. The examiner was determined to flunk[21] Kang for his heterodox[22] challenge to existing institutions[23], but since the exams were all anonymous[24], he could only presume that the exam with the most unorthodox[25] views was Kang's. Instead, Kang disguised[26] himself by writing an examination essay espousing[27] traditionalist ideas[28] and passed the exam while Liang's paper was assumed to be Kang's and picked out to be failed.

Inspired by the book *A Short Account of the Maritime Circuit*[29], Liang became extremely interested in western ideologies[30]. After returning home, Liang went on to study with Kang Youwei, who was teaching at Wanmu Caotang[31] in Guangzhou. Kang's teachings about foreign affairs fuelled Liang's interest in reforming China.

In 1895, Liang went to the capital Beijing again with Kang for the national examination. During the examination, he was a leader of the Gongche Shangshu movement. After failing to pass the examination for a second time, he stayed in Beijing to help Kang publish *Domestic and Foreign Information*[32]. He also helped to organize the Society for National Strengthening[33] , where Liang served as secretary. For time, he was also enlisted[34] by the governor of Hunan, Chen Baozhen to edit reform-friendly[35] publications[36], such as the *Hunan Daily*[37] (*Xiangbao*) and the *Hunan Journal*[38] (*Xiang xuebao*).

Reform movements

As an advocate[39] of constitutional monarchy[40], Liang was unhappy with the governance of the Qing Government and wanted to change the status quo[41] in China. He organized reforms with Kang Youwei by putting their ideas on paper[42] and sending them to the Guangxu Emperor[43] (eigned 1875–1908) of the Qing dynasty. This movement is known as the Wuxu Reform[44] or the Hundred Days' Reform[45]. Their proposal asserted that China was in need of more than "self-strengthening[46]", and called for many institutional and ideological changes[47] such as getting rid of corruption[48] and remodeling[49] the state examination system. Liang thus was a major influence in the debates on democracy[50] in China.

This proposal soon ignited[51] a frenzy of[52] disagreement, and Liang became a wanted man by order of Empress Dowager Cixi[53], the leader of the political conservative faction[54] who later took over the government as regent[55]. Cixi strongly opposed reforms at that time and along with her

supporters, condemned[56] the "Hundred Days' Reform" as being too radical[57].

In 1898, the Conservative Coup[58] ended all reforms, and Liang fled to Japan, where he stayed for the next 14 years. While in Tokyo he befriended the influential politician and future Japanese Prime Minister[59] Inukai Tsuyoshi. In Japan, he continued to actively advocate[60] the democratic cause by using his writings to raise support for the reformers' cause among overseas Chinese and foreign governments. He continued to emphasize the importance of individualism[61], and to support the concept of a constitutional monarchy[62] as opposed to the radical republicanism[63] supported by the Tokyo-based Tongmeng Hui[64] (the forerunner[65] of the Guomintang). During his time in Japan, Liang also served as a benefactor and colleague to Phan Boi Chau, one of Vietnam's most important anti-colonial revolutionaries[66].

In 1899, Liang went to Canada, where he met Dr. Sun Yat-Sen among others, then to Honolulu[67] in Hawaii. During the Boxer Rebellion, Liang was back in Canada, where he formed the "Royalist Society[68]" . This organization later became the Constitutionalist Party which advocated constitutional monarchy[69]. While Sun promoted revolution, Liang preached reform.

In 1900－1901, Liang visited Australia on a six-month tour which aimed at raising support for a campaign to reform the Chinese empire in order to modernize China through adopting the best of Western technology[70], industry and government systems[71]. He also gave public lectures to both Chinese and Western audiences around the country. This visit coincided with the Federation of the six British colonies into the new nation of Australia in 1901. He felt this model of integration might well be copied in the diverse regions of China. He was feted by politicians[72], and met the first Prime Minister of Australia, Edmund Barton. He returned to Japan later that year.

In 1903, Liang embarked on an eight-month lecture tour throughout the United States, which included a meeting with President Theodore Roosevelt[73] in Washington DC, before returning to Japan via Vancouver, Canada.

Contributions to journalism

Lin Yutang（林语堂）once called Liang "the greatest personality in the history of Chinese journalism[74]", while Joseph Levenson, author of *Liang Ch'i-ch'ao and the Mind of Modern China*[75], described Liang as "a brilliant scholar, journalist, and political figure[76]".

Liang Qichao was the "most influential turn-of-the-century scholar-journalist[77]", according to Levenson. Liang showed that newspapers and magazines could serve as an effective medium for communicating political ideas.

Liang, as a historian and a journalist, believed that both careers must have the same purpose and "moral commitment[78]", as he proclaimed, "by examining the past and revealing the future,

I will show the path of progress to the people of the nation[79]". Thus, he founded his first newspaper, called the *Qing Yi Bao*[80], named after a student movement of the Han dynasty.

Liang's exile to Japan allowed him to speak freely and exercise his intellectual autonomy. During his career in journalism, he edited two premier newspapers, *Zhongwai Gongbao*[81] and *Shiwu Bao*[82]. He also published his moral and political ideals in *Qing Yi Bao*[83] and *New Citizen*[84].

In addition, he used his literary works to further spread his views on republicanism[85] both in China and across the world. Accordingly, he had become an influential journalist in terms of political and cultural aspects by writing new forms of periodical journals. Furthermore, journalism paved the way for him to express his patriotism.

4. Role-play

Situation 1

Li Mei invites her friend Mike, who is an American, to a Chinese restaurant. What will Li Mei order? How is she going to introduce Chinese food to Mike? Make a conversation according to the above questions.

Situation 2

They walk into a western restaurant. The waiter greets them. Have a conversation with your partner.

V. Supplementary Reading

The Danxia Mountain

Introduction

The Danxia Mountain is situates 45 kilometers to the northeast of Shaoguan City. Geological studies[1] show that, twenty five million years ago, this place was a vast expanse[2] of a low-lying lake[3] . Later, movements of the earth's crust[4] made it rise above the ground and the water receded[5] away, thus turning it into a mountain and the former sediment[6] at the bottom of the lake gradually oxidized[7] and because red rocks[8]. These red rocks and red precipices[9], being relieved against[10] the green woods and the blue sky, look just like rosy clouds[11], hence the name "Danxia", meaning "red clouds" in English.

【参考翻译】

In the 1930s, Professor Chen Guoda[12] of the Sun Yat-sen University[13] made an intensive investigation[14] and study of the geomorphic features[15] of the Danxia Mountain

and other red-rock mountain[16] in South China. He denominated[17] this kind of red-rock land configuration[18] the "Danxia Landform[19]", which was soon approved and universally adopted by the academic circles[20], thus making the Landform can be found in all continents of the world except Antarctica[21], such as the Great Canyon[22] of the United States and the some areas in Saxony[23] of Germany. But, the Danxia Mountain is the largest and the most beautiful and typical of its kind.

The Danxia Mountain covers an areas of 319 square kilometers, in which over 600 red-rock peaks stand out well against the woods of green, a sight that reminds one of a large garden with many ruby sculptures[24]; therefore it is also named China Ruby Park[25] or literally China Red Stone Park[26]. In 1995, the Chinese State Council[27] approved of its being a geological nature reserve[28] and, in 2000; it was rated by the UNESCO[29] (United Nations Educational, Scientific and Cultural Organization) as the world's geological park[30].

The Entrance to the Mountain

Now we have arrived at the entrance[31] to the Danxia Mountain. The gate structure here is constructed of red sand rocks[32]. These Chinese characters[33] are the name of the park, meaning "China Ruby Park". The three big Chinese characters up on the horizontal beam[34], "Dan Xia Shan", meaning Danxia Mountain, were written by Guan Shanyue[35], who was a famous painter in China. We'll follow the mountain road to climb the Zhanglao Peak[36], which is the main peak of the Danxia Mountain, 408 meters above sea level[37].

The Elephants Crossing the River and the Beautiful Girl Blocking the River

Now we have come to the central area of the Danxia Mountain. The Danxia Mountain is rated first among the four famous mountains in Guangdong Province[38] and its unique[39] natural scenery gives free play to one's fancy[40]. Please look at the hill in the distance beyond the coming up to us. Their trunks[41], tusks[42], ears[43] and eyes[44] are all lifelike[45]. So this sight is named 'The Elephants Crossing the River[46]".

(On the Yangyuan Bridge[47]) Please look to your right at the hill in the distance. It looks as if a young girl is lying down to sleep: From right to left, the outlines of her head, her neck, her chest and her belly are all clearly discernible[48]. So, this sight is called "The Sleeping Belle[49]" or "The Beautiful Girl Blocking the River[50]".

The Yangyuan Column

This hill is called Yangyuan Hill, meaning "The Hill of Male Sex[51]". It is so named because the stone column[52] here, 28 meters tall and 7 meters in diameter, is the very image of man's exter-

nal genitals[53]. According to geological studies, this stone column was a part of the cliff[54] and it is over three hundred thousand years since Mother Nature[55] severed it form the mountain body and carved it into this shape. In the old days, men were regarded as superior to women and people often prayed for having highly worshiped[56] by the pilgrims[57].

The Yinyuan Cliff

This steep face of rock is called Yinyuan Cliff[58], meaning Stone Cliff of Female Sex[59] in English, because it is a strong resemblance[60] of woman's external genitals. It was found some one hundred thousand years ago. Just as God had sculptured[61] the first man and his wife, Adam and Eve, in the Garden Danxia Mountain.

The Jinshi Cave

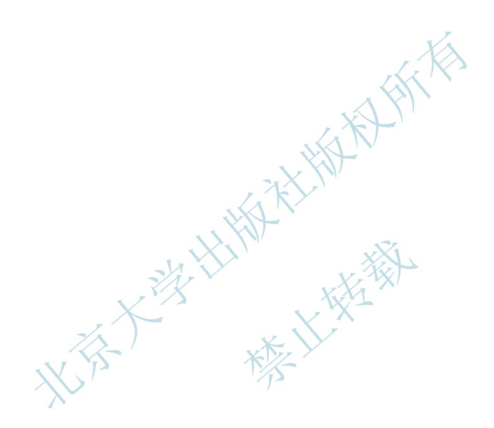
This cave is called Jinshi Cave, meaning Colorful Rock Cave[62] in English. The inside of this cave is a Buddhist monastery[63] consisting of the Thousand Buddha Hall[64], the Guanyin Hall[65] and the Sakyamuni Hall[66] etc. Among these halls, the Guanyin Hall for the Goddess of Mercy is the largest, 30 meters deep and 4meters high with adequate space to accommodate[67] a hundred pilgrims[68] at the same time. In this hall there are many images of the Goddess of Mercy[69] in her different incarnations[70], 32 in all, which are all made to be lifelike of rock that shapes like a dragon. It is called "Bian Se Long[71]", meaning "color-changing dragon[72]" or chameleon[73], because its color changes according to its background. It is light green in spring, dark green in summer, yellowish green in autumn and brownish yellow in winter. Why is that? It is because on the surface of the rock is growing a kind of alga that is highly water-absorbing[74]. The alga is lush and green when water is adequate in rainy seasons while in dry seasons, when water is insufficient, it turns yellow or brown. On the cliff outside the cave, there are two big Chinese characters "jin yan", meaning "colorful rock cave[75]". They were written by Zhao Rulai, a man of letters of the Southern Song Dynasty (1127–1279AD), and are the earliest engravings on cliffs in the Danxia Mountain.

The Biechuan Temple

This is a Buddhist monastery[76] called Biechuan Temple. Built in 1662, i. e. the first year in the reign of Emperor Kangxi of the Qing Dynasty, it was frequented by a large number of pilgrims and is one of the three largest Buddhist monasteries in Northern Guangdong (The other two being the Famen Temple[77] in Ruyuan Country and the Nanhua Temple in Qujiang Country). Up on the main gate[78] of the temple, there are four Chinese characters: Bie chuan Chan Si, meaning Biechuan Chan Buddhist Monastery. They were written by Li Hanhun, who was then the gate, we can see many engravings[79] on the red cliff. Among them the two big Chinese characters Dan Xia, 5 ~ 6

square feet each, are the most beautiful. They were written by an official of the Qing Dynasty.

The Biechuan Temple is constructed in more or less the same layout as other Buddhist monasteries. It consists of the Hall of the Heavenly Kings[80], the bell and drum towers[81], the Sakyamuni Hall[82] and the Hall of the Goddess of Mercy[83] and so on.



Chapter 7

Sightseeing

Goals:

After learning this chapter, you will be able to:

- ask for tourist information;
- introduce historical sites;
- introduce scenic spots;
- introduce performance;
- introduce folk-custom activities.

Key Points:

1. The useful expressions of asking for tourist information.
2. The useful expressions of introducing historical sites.
3. The useful expressions of introducing scenic spots.
4. The useful expressions of introducing performance.
5. The useful expressions of introducing folk-custom activities.

I. Lead-in

Question: What are the points that we should pay attention to during sightseeing services?

1. Preparation before set off

Prepare the reception program, tour guide flag /banner, loudspeaker, tour guide certificate, necessary tickets, cash, map, etc,. Make sure the driver is ready, reconfirm the meals of the day, get to appointment meeting place ahead of 10 minute, count the tourists, and make sure no one missing, remind tourists: the weather, indoor or outdoor activities, dress, shoes, etc.

2. Tour on the way

Introduce the itinerary of the day, sightseeing along the way, background information of the places to visit, recreational activities.

3. Scenic spots guiding

Things to pay attention to: (sightseeing, take photo, shopping, etc.) On arrival at the place to visit, before leaving the bus, remind again the bus number and model, color, signs, parking lot, time to meet after the visit. Explain in detail in front of the tour map of the place to meet and show clearly the best route to visit, how long to stay, when and where to meet. Confirm the clock! Guide and explain during the tour. Pay attention to the emphasis of explanation and allocation of time, cost, etc. Make sure nobody gets lost.

4. Visiting activities

Prepare for interpreting for both the visitors and hosts.

5. Return trip

Summarize the day's activities; answer more questions, make supplementary explanation, sightseeing if necessary (supposed that tourists are not tired). Announce the itinerary of the evening if there is any, or how long to stay in the hotel and when and where to meet of the next day if there is no activities at night. Remind them to take their belongings.

II. Useful Words & Expressions

1. Useful Words

historical site 历史古迹　　scenic spots 景点

performance 表演
folk-custom activities 民俗活动
tour guide flag /banner 旅行团旗
loudspeaker 扩音器
tour guide certificate 导游证
ticket 门票
map 地图
route 路线
supplementary explanation 补充说明
belongings 财物

2. Useful Expressions

1) Openning Speech

- Hello everybody. My name is Mary. I am one of the two local guides that will accompany you on a conducted walk round the city today.
- Hello dear friends, I am the Director of the Administrative Committee.
- Today I will show you around a well-known garden in China, Zhuozheng Garden.

2) Describing history

① Some place has a long history of... years.

② Some place is a... place/ country with... history.

③ Some place dates back to/ dates from...

- Zhuozheng Garden was built in the Ming Dynasty.
- There're many known historic sites around here.
- Nanjing is an ancient capital of ten dynasties in China's history.
- This temple has a long history dating back to the early period of the Tang Dynasty.
- As an ancient Chinese saying goes…
- How happy we are, to welcome friends from afar!
- Guilin landscape overshadows those elsewhere, and Yangshuo landscape tops that of Guilin.
- Trips to China's five great mountains render trips to other mountains unnecessary, and a trip to Mount Huangshan renders trips to the five great mountains unnecessary.
- Just as there is paradise in heaven, there are Suzhou and Hangzhou on earth.
- I would like to compare West Lake to Xi Shi, the ancient beauty. Charming she looks whether richly made up or only slightly so.
- He that travels far knows much.

3) Natural characteristics

① Some place is covered with...

② Some place is made up of / consists of…

4) Listing examples

① There are many places of interest, such as...

② Some place has many places of interests, among which is...

5) Most famous for...

① Some place is famous / well-known for...

② Some place is famous/ well-known as...

- Hong Kong is a shopper's paradise.
- Shanghai is truly a fascinating city often nicknamed as "Oriental Pearl".
- Hainan as the only tropical island in China enjoys clear sky, azure blue sea, fresh air and beautiful scenery.
- With its agreeable climate, beautiful scenery and rich natural resources, it becomes one of the leading cities for sightseeing tour.
- The gourmet street encompasses services for catering, shopping and amusement.
- Tourists can experience the exotic atmosphere, taste the diverse foreign foods, purchase attractive souvenirs and enjoy a wide variety of recreational activities.
- Chengde is a famous summer resort.
- Yuanmingyuan is renowned throughout the world.
- The Potala Palace has become the symbol of the splendid Tibetan culture for its magnificent and unique architectural style.
- Zhuozheng Garden is one of the top four classical gardens in China and was listed in the first batch of important historical sites under state protection.
- In 1990 the Yellow Mountain was declared a World Natural and Cultural Heritage site by UNESCO Heritage Committee.

6) Describe location

① Some place is / lies…

② Some place is located/ situated…

③ Some place lies…meters above sea-level.

- Shanghai is located on the coast of the East China Sea, between the mouth of the Yangtze River to the north and the Hangzhou Bay to the south.
- Wuxi, known as the pearl on the Taihu Lake, lies in the central part of the fertile and picturesque delta of the Yangtze River in southern Jiangsu Province.
- The Yellow Mountain, located in the southern part of Anhui Province, is China's most celebrated mountain for all its grandeur and beauty.
- The well-known Summer Palace is situated in the northwestern suburbs of Beijing, covering an area of 3.4 kilometers.
- Located in the northern part of Haidian District in Beijing, Yuanmingyuan is composed of three comparatively independent but interconnected gardens.

- Covering an area of some 560 hectares, it constitutes more than half of the city, about twice the size of the Summer Palace and eight times as large as Beihai Park in Beijing.

7) Booking an Air ticket

- I would like to book air ticket /roundtrip ticket of economy / business / first class for flight No. xx from… to... (time).

8) Schedule

- 960 RMB per person for the one-day tour.
- The price includes two standard meals, but not drinks.
- The cost is included in the entrance fee.
- Here is the contract prepared by our agency. There are two copies.
- Please read carefully the travel contract. If there are no problems, please sign your name at the bottom.
- We will set off at eight o'clock tomorrow. Don't forget your passport.
- Next morning the tour bus will pick you up at the hotel and take you to the dock.
- There is a coach trip to the Lake District on each hour.
- We will check into the hotel tonight, and leave by bus tomorrow morning.
- Your luggage/baggage will be downloaded from the bus and taken to your rooms in a few minutes.
- Once you have picked up your key at reception, please locate your room and check that all your luggage has arrived.
- When you check out, please return the key card to the reception desk and keep the receipt.
- Walk straight ahead and you will see the tourist service center.
- The tourist center handles complaints 24 hours a day.
- The tour starts at 10 o'clock sharp and lasts about two hours.
- We will assemble outside the hotel entrance.
- Before we visit the Yellow Mountain, may I say a few words about this mountain?
- Don't forget your camera as there will be lots of opportunities to take pictures.
- We will spend half an hour in the eastern part of the garden. You are free to stroll around and take some photos.

9) Reminding the Tourists

- Before you visit the scenic area, I would like to give you several tips.
- Please don't forget the guide's phone number and the bus number.
- Please follow the instructions of the guide. Take care.
- Please take our guide's advice during the trip and follow the schedule.

- Should you lose your way, stay calm, our guide will soon find you.
- You can contact our staff in case of emergency.
- Please don't venture to climb or have photos taken in dangerous places.
- Please take care of your belongings.
- Please take good care of your valuables.

10) Others

- Tourism represents a kind of popular and pleasant activity that combines sightseeing, recreation and health care.
- Have fun / I wish you a happy tour!
- Well, that's all about all for now. If you have any questions, please feel free to ask me at any time.

III. Model Dialogues

Dialogue 1 Asking for Tourist Information

Situation: Linda is on a foreign independent tour in Jiangmen. Now she is asking some information in a travel agency.

L: Linda G: Guide

L: What are the tourist attractions in Jiangmen?

G: There are many. We have brochures on all of them. Do you want one?

L: Yes. Thank you.

G: What kind of places of interests do you want?

L: I prefer historical sites. Would you give me some suggestion?

G: Well, I think you would like this one: Kaiping Watch-towers. It's the most famous site at home and abroad, in which you will find the watch towers and the southern rural sightseeing.

L: It sounds great. When is it open?

G: At this time of year, it opens between 8:30 a.m. and 5:30 p.m. But you must enter it before 4:30, for after that time, you won't be able to finish your visiting.

L: How much does it cost?

G: As it is in the peak season now, it is 100 yuan for adult and 50 yuan for children who are above 120 centimeters.

L: Thank you.

G: You're welcome.

Dialogue 2 Visiting Historical Sites

Situation: Jane, the tour guide, is showing a group of tourists around Cha'an temple.

A: Jane (the guide) B and C: Tourists

(At the gate of Cha'an Temple)

A: (Counting the tourists) Are we all here?

B: Yes. Let's go.

A: OK.

C: Jane, would you tell us what Cha'an Temple is famous for?

A: Sure. It is a famous place of historic interest and scenic beauty on the outskirts of Jiangmen. Zeng Yixing, an Astronomer in Tang Dynasty travelled in Lingnan area, and spent a long time here to observe astronomical phenomena, and draw the map. The temple was called "tea" temple as he planted tea and managed for a living.

C: Sounds great! I can't wait to get there.

(After a while)

A: Here we are, in front of the temple. Come on. Look at the top of the memorial gate. The four characters of Xiaozhumingdong were carved. Originally Zhumingdong is one of the famous scenic spot in the Luofu Mountain. People thought that this place is as good as the Zhumingdong, and even better with its quietness, so it is called Xiaozhumingdong.

B: Yup, I can feel the quietness here. Can we go around and feel the atmosphere?

C: That's a good suggestion. Let's go!

A: Please return here by 11:00 a.m., will you? We'll have lunch at Bajing Villa Restaurant.

B&C: All right. See you later.

Dialogue 3 Scenic Spots Introduction

Situation: Mr. and Mrs. Smith are visiting the Chuanshan Islands. Jane is making introduction to them.

A: Jane (the guide) B & C: Mr. and Mrs. Smith

A: Now we are standing on the ground of the Chuanshan Islands.

B: Oh, it's so gorgeous! Ms. Jane, I was told that the palace is also called "Eastern Hawaii". Why is it called that?

A: It's because of the sunshine, the beautiful sea and sea shore. Hence it comes the name "Eastern Hawaii".

B: Ah, I understand.

A: Please bear in mind that safety is first. Take good care of yourself.

B&C: Of course we will. Thanks for reminding.

A: Please be back at 5:30 p.m. We will have dinner in the hotel and spend two hours for a bonfire party.

B: How splendid! What's for dinner?

B: Sea food, like lobster, fish.

A: That is great.

Dialogue 4　Watching Performances

Situation: Mr. and Mrs. Smith are watching Changlong acrobatics, accompanied by Jane, the guide.

A: Jane (the guide)　　B & C: Mr. and Mrs. Smith

B: Wow, so many people here! Where shall we sit?

A: It's here, seat 8, 10 and 12 in the fifth row.

B&C: OK.

A: Today you are going to watch the typically Changlong acrobatics.

C: That's wonderful. Jane, could you tell us something about this acrobatics circus since we have some time left?

A: Sure. The Changlong Acrobatics Circus is a combination of acrobats from various countries. The stage is decorated as a forest, and set a record in Guinness World Records.

B: Oh, look, the performance begins.

C: Look at the clowns. They are so funny!

A: Yes, they are. They can always make people laugh.

B: Now, look at the gentlemen and lady who are throwing plates.

C: Oh, it's incredible.

A: Mr. and Mrs. Smith, How do you like the performance tonight?

B & C: It's great!

Dialogue 5　Folk-custom Activities

Situation: Mr. Harry and Jane went to a beautiful Folk Culture Village. In the evening they enjoyed a lot of folk activities going on.

A: Jane (the guide)　　B: Mr. Harry

B: I like this beautiful Folk Culture Village. It's a shame that it's getting dark now.

A: That will be more fun. There will be more folk activities going on there.

B: Really? Look! It's a fire. Is there anything wrong?

A: No, it must be a bonfire party. People would gather round the fire and sing songs. Would you like to go and join them?

B: Sure.

(They come to the bonfire party.)

B: Oh, what is the smell? Where does the delicious smell come from?

A: It must be the roasted leg of lamb, which is very delicious.

B: Oh, I'll love it. Let's go.

A: No. It won't be done until later. Let's watch the traditional performance first.

B: Sure. Jane, their songs are strange, too. I've never heard anything like this before, either on TV or on the radio.

A: They are traditional folk songs. I suppose only the local old people can sing these songs. We are so lucky to hear them. So just enjoy them.

IV. Tasks

1. Discussion

How should the local guide deal with the arrangements of recreational activities that are included or excluded in the group's scheduled program?

2. Translate the following sentences into English


【参考翻译】

(1) 我们一起到顶楼俯瞰[1]一下吧。

(2) 请介绍一下江门的景点[2]好吗?

(3) 请给我们照张相好吗?

(4) 如果你朝东看，就可以看到湖中央的两个岛屿。

(5) 外海面[3]有百年以上的历史[4]，最初因产于外海而得名[5]，又称“外海竹升面”[6]。以前，人们制作外海面时需用“竹升”弹压面团[7]，使做出来的面条富有弹性[8]。



3. Translate the following passage into Chinese

Changdi Scenery Street


【参考翻译】

Changdi Scenery Street[1] is an 800 meter long street located on the bank of the beautiful Pengjiang River. It is a major commercial district and historic block of Jiangmen, and known as "Little Guangzhou".

Retail shops there are established in the Sotto Porticoes(Qilou)[2] over Sidewalk, full of Southern China Feature, and with a strong cultural ambience and connotation[3]. There are Jiangmen International Youth Hotel, high-class bars as well as coffee shops and tourism shopping stores, etc.

The building of Changdi Scenery Street was mostly built in 20 or 30s of the 20th century, which are of combination of Chinese and western architectural style. Each Qilou has its own characteristics. Changdi Scenery Street is an old business street of Jiangmen. Businesses, entertainments, logistics and other industries were very prosperous in the old days, and it is also a relatively well-preserved[4] historical and cultural blocks of Guangdong province.

4. Role-play

Situation

Suppose an Australian tourist wants to visit some historical sites in Jiangmen. Please introduce the sites and give him suggestions.

V. Supplementary Reading

Qi Xing Yan Scenic Spot in Zhaoqing

Introduction


【参考翻译】

Qixingyan scenic spot enjoys a sightseeing history of more than 1000 years. It lies to[1] the north of Zhaoqing city about three kilometers away. In 1982, Rock Qixingyan together with Mountain Dinghushan was put under the same name of "Xinghu" Scenic Area[2]. This scenic area enjoys many well recognized titles[3] in the travel industry[4]. Say, it was listed among the first designated State-level Key Tourist Attractions[5]. In the years of 1999 and 2000, Xinghu Scenic Area was ranked as "State-level key Tourist Attraction[6]", "Top Ten State Demonstration Site of Civilization[7]" and "State-level 4A Resort[8]" respectively.

The Xinghu Lake is composed of five lakes, hence the origin of its name, a star-shaped lake. Xinghu (let me put it into Chinese) occupies an area of 64.9 thousand square meters. This lake has a history of over 350 years. It was first documented in Ming dynasty.

Tianzhuyan (Sky-pointing Rock)

Rock Qixingyan[9] is made up of seven rocks. It covers an area of 8.227 square kilometers. These seven rocks line into two belts. The belt in the south includes five rocks. These five are named after their shapes. If you look from west to east, you will see Shizhangyan (Palm Pock[10]), Chanchuyan[11] (Toad Rock), Tianzhuyan (Sky-pointing Rock[12]), Shishiyan (Stone Chamber Rock[13]) and Yuping Langfengyan (Jade Screen Lang Feng Rock[14]). The belt in the north includes other two rocks. They are named as He Qiang and Apo. I will tell

you the stories about their origin later. Tianzhuyan (Sky-pointing Rock[15]) rises up to 114 meters. The pavilion Zhaixingting (Star-Reaching Pavilion[16]) its peak is the highest construction in Rock Qixingyan. Tianzhuge is a building half way down the mountain. It is a place which serves meals and provides beds.

Age-old Poem Corridor

This Age-old Poem Corridor[17] is known for Mo Shi Ke[18] (Mo Ya Stone Inscriptions[19]). As you can see, caved and chiseled[20] on the smooth surface of the natural rocks are the drawings and writings, recording important events or achievements in history. These inscriptions are usually completed by the joint effort[21] of stonemasons[22] and calligraphers[23]. A Chinese late Minister of Foreign Affairs[24], marshal Chen Yi visited here in February, 1962. He commented, "The lines inscribed on the rocks here have made this place famous after a thousand years[25]". The stone inscription[26] in Qi Xing Yan Scenic Spot is mainly situated in the Longyan Cavei[27] and the Lotus Cave of Rock Shishi[28] (Rock Stone Chamber[29]). After Tang and Song Dynasties, a flow of poets and calligraphers left their writings on the rocks. Currently, there are more than 410 pieces of stone inscriptions. They are rendering you a unique tour[30] in the museum of calligraphy[31]. The one before us is called A Record of Stone Chamber in Duanzhou[32]. It is the earliest in existence here with a history of over 1200 years, inscribed[33] in Kaiyuan Period of Tang Dynasty (727 A.D.). This inscription is the masterpiece of Li Yi, who enjoys a good reputation in China as a calligrapher. Li Bai and Du Fu, the two renowned[34] poets in Tang Dynasty, admired his talent. As is known, Li Yi's fine style in calligraphy is marked as a transition from sureness of touch and clearness in earlier periods to richness and strength featuring as the glorious Tang Dynasty[35]. Apart from Li Yi, other celebrities inscribed their works here. To name a few, Li Shen, a famous poet in Middle Tang Dynasty; Bao Zhen, an important official of Song Dynasty; Zhou Dunyi, a writer and philosopher; Yu Dayou, an eminent general[36] who fought against Japanese invaders[37]. Given its special culture meaning, Age-old Poem Corridor[38] was listed as one of the National Key Culture Relics Conservation Units[39] in 2001.

Palace Shui Yue Gong

Palace Shuiyue Gong[40] was first built in Jiajiang Period (1522–1566) of Ming dynasty, but deserted later. It was reconstructed in 1985 with the financial support from the government. It covers an area of 6000 square meters. As you can see, the palace is decorated by red walls and yellow tiles[41]. It adopts the traditional Chinese courtyard style[42] of spreading out on either side of an invisible axis[43]. The main hall is especially dedicated to "Mo Li Zhi Tian[44]". This arrangement is rare in China. If you visit other temples elsewhere, you are most likely to see more than twenty God statues standing on both sides of the hall. "Tian" is the name Chinese used for God who sus-

tains the power of the Buddha. Mo Li Zhi, a transliteration[45], originates from Sanskit[46]. Mo Li Zhi has a magic that she can make herself invisible to the God of Sun. Because of this, Mo Li Zhi was worshipped by many warriors[47] in ancient China. The bronze statue[48] of Mo Li Zhi Tian we see here was remolded[49] in 1986. It is five meters in height and six tons in weight.

The adjoined Rocks before us are grand and screen-like, thus got the name of "Ping Feng Yan[50]" or "Rock of Screen[51]" in ancient times. Since Ming dynasty, people separated the two rocks and called the one in the east "Lang Feng Rock" and the one in the west "Yu Ping Rock". Paths on the rock were built as early as in the period of Wanli, Ming Dynasty, and they were rebuilt during the period of Qianglong, Qing dynasty. As a result, we can see along the paths the stone inscriptions on the cliffs from Ming and Qing dynasties. Here we come to the "Shi You Ting", or "Pavilion for Friends Gathering[52]" in other words. From the pavilion we can get a bird view of the green lakes and tranquil villages. The palace in front of us is called "Yu Huang Dian" or "Palace of the Emperor of Heaven", put it in other words, It was first constructed in 1598, in the period of Wanli[53], Ming dynasty, and rebuilt with bricks and wood in 1681 in the period of Kangxi, Qing dynasty. The roof of the palace is exquisite[54] The overlapping[55] eave[56] and the delicate arches[57] are worth your while to have a close look.

Apo Rock

The rock mountain we see here is called Apo Rock. It was named after a legendary fairy[58]. She taught the local fishmen to grow a kind of grain[59] which would grow taller when floods came. Thus this area was enriched[60] with both fish and grain. In order to express their thanks, the local people called the fairy "Queen of Grain[61]", or "Grandmother of Grain[62]", which are similar to the pronunciation of Apo in local dialect[63]. If you look at the north-east side of the rock, you can see "He Hou Yan[64]", the three Chinese characters chiseled[65] on the rock. The inscriptions in memory of her were left from Ming dynasty[66], believe it or not. Cliffs bellow the Apo Rock exhibit valuable Mo Ya Stone[67] Inscriptions left by contemporary celebrities. They are of high calligraphic value. Shall we go and have a look? The water cave below the rock is over 300 meters long. It is the longest of the eight water cavities in Qi Xing Yan, or "Seven Star Rocks[68]". If you go into the cave in summer, you will feel cool and comfortable. If you enter it on a boat, the stalactites of different shapes will render you a feast for the eyes. You can find no other better choice of the same kind in this scenic area.

Wetland Park

The water before us is a part of the East Lake[69], called Fairy Lake[70]. This lake is a must when you visit the Wetland Park[71]. The wetland area for sightseeing accounts for two square kilometers, about 2 meters deep on average. I shall give you a brief introduction to[72] the concept[73] of wet-

land? A wetland is an area of swampland[74] or turf land[75]. It is a water area that is naturally[76] or artificially[77] covered, for a short or long period time, with freshwater[78], or salt water[79], or a mixture of fresh and salt water[80]; a wetland is also a small part of the sea area. Its depth of water does not exceed six meters at low tide[81]. As you know, wetland is considered "the Cradle of Life[82]" and "the Kidney of the Earth[83]". Being one of the three ecosystems in the world[84] (the other two are forest and ocean[85]), wetland is a paradise for birds[86], reptiles and mammalians[87], and it is also the gene bank of species[88]. In 1971, USA and other 36 countries signed the Ramsar Convention[89] in Iran. China started to carry out items of the Convention in an all-round way after 1994. On Dec.12th 2004, Xing Hu Wetland Park, the first wetland park in China, was officially verified[90] in the Convention. Attention to both sides of the lake. On the lake are more than 20 islands. The Birds Island[91] and the Moon Island[92] are two of them. This island before us is the biggest eco-park[93] for red-crowned cranes[94] South China. As you know, red-crowned cranes are considered "the Guardian Angles in Wetland[95]"; there are more than 2000 red-crowned cranes in the world, of which China accounts for[96] more than 1000. This park, with 50 red-crowned cranes, ranks the 4th of this kind in China. This park is also a pleasant habitat[97] for other rare birds.

Chapter 8

Shopping

Goals:

After learning this chapter, you will be able to:

- introduce curiosity products;
- introduce arts and crafts;
- introduce porcelain goods;
- introduce Chinese tea.

Key Points:

1. The useful expressions of introducing curiosity products.
2. The useful expressions of introducing arts and crafts.
3. The useful expressions of introducing porcelain goods.
4. The useful expressions of introducing Chinese tea.

I. Lead-in

Question: In order to promote the tourists shopping, what shall a tour guide do?

1. Take your tourist seriously and have a positive attitude

Each tour guide must aware that meet the demands/needs of tourists shopping is one of the important content of tour guide service work – to help tourists shopping is the responsibility of tour guides.

2. Familiar with the products and propaganda enthusiastically

In order to meet different tourists shopping requirements, tour guide should understand the origin and quality of goods, as much as possible.

3. In the light of the general trend, understanding the object

In order to promote the products preferably, tour guides should not only be familiar with Chinese commodity, but also be a person with high aspirations, to understand whether the tourists want to go shopping, their ability of consumption and what kind of goods they want to buy. So tour guides can provide services to meet the tourists' shopping desire.

4. Master the principles of marketing

Tour guide shopping service must be built on the basis of tourists who will need to shop. We should not hard sell and violate the law and the principles. When selling goods, the tour guide must follow the following principles:

First, starting from tourists shopping requirements, improve the occasion. In the process of tour guide service guides should not arrange too much time for shopping and foist one's opinions upon others. Do not pull tourists to their "relationship" shopping to benefit, so as to avoid antipathy of the tourist.

Second, everything should be based on facts. Treasure the reputation. Introducing products should be based on the truth and the price should be reasonable. The sellers should not make false introduction, or mix the fake with the genuine, or raise the price arbitrarily. Tour guides colluding with illegal businessman for profit and cheating tourists are strictly not allowed.

II. Useful Words & Expressions

1. Useful Words

curiosity products 奇玩
arts and crafts 工艺品
porcelain 瓷器
origin 产地
aspiration 渴望
mix the fake with the genuine 以假充真
colluding 共谋
illegal 非法的
dressing room 试衣间
antique 古董
genuine 真品
souvenir 礼品
ivory horse 象牙马
workmanship 工艺
palm leaf fan 葵扇
embroidery 刺绣
brocade 锦缎
jade carvings 玉雕
woodcarving 木雕
bamboo carvings 竹雕
lacquer ware 漆器
braiding 编织
tri-colored glazed pottery 唐三彩
fragile 易碎的
cloisonné 景泰蓝
double-sided embroidery 双面绣
former residence 故居
china clay 瓷土
vitreous 玻璃质的
glaze 釉
nonporous 无孔的
translucent 半透明的
Tangerine Village 陈皮村
herbal medicine 草药

2. Useful Expressions

1) Opening

- May I help you?
- Can I help you?
- What can I do for you?
- How may I help you?
- What are you looking for?
- I'm just looking.
- Just looking.
- Just browsing.
- I don't need any help.
- I'm just browsing.
- If you need any help, let me know.

2) Asking for a try

- May I try it on?
- Sure. Let me help you.
- Where is the fitting room?
- Right this way, ma'am.
- Where is the dressing room?

3) Making payment

- Will that be cash or charge?
- Cash or charge?
- Will you pay by cash or credit card?
- Would you like to pay by cash or charge?



- Cash, please.
- Charge, please.
- Can I use VISA?
- Do you accept VISA?
- Do you take VISA?
- Can I pay by installment payment?
- Can I pay in Japanese yen?
- Do you take Japanese yen?
- Do you accept Japanese yen?

4) Asking to lower the price

- Would you give me a discount?
- This is a discount price.
- Can you make it cheaper?
- Can it (they) be cheaper?
- Can you come down a little?

5) Final Offer

- Take it or leave it.
- Accept it or reject it.
- Be satisfied with it or get nothing.
- That's my only offer.
- That's my last offer.
- That's my final offer.

6) Others

- Please wrap it.
- I'd like to return this.
- Do you have a receipt?
- Could you exchange this, please?
- It's got a stain.
- It has a stain.
- Can I have a refund?
- I'd like to get a refund, please.
- I'd like a refund, please.
- I'd like my money back, please.

III. Model Dialogues

Dialogue 1 At the Curiosity Shop

Situation: John Smith is making a long travel. He wants to buy some souvenirs in the curiosity shop.

S: Shopkeeper G: Guest

S: Can I help you, sir?

G: Yes, but may I have a look first?

S: Certainly.

G: You have so many antiques and Chinese paintings here. Are they genuine?

S: No, not all of them. All our reproductions are clearly marked and priced. They are sold at a fair price.

G: May I see that ivory horse? It's genuine, I bet.

S: Yes, you can be sure. It's made of genuine ivory. Besides, it's of exquisite workmanship.

G: You are right. How much does it cost?

S: The price is marked 2,000 yuan.

G: It's a fair price. I'll take it.

Dialogue 2 At the Arts and Crafts Store

Situation: John Smith is making a long travel. He wants to buy some souvenirs in the Arts and Crafts Store.

S: Shopkeeper G: Guest

S: Good morning, sir. Can I help you?

G: I hear Chinese arts and crafts are famous for their workmanship. I'd like to take some home.

S: We have various kinds of articles, such as palm leaf fan, embroidery, brocade, jade carvings, woodcarving, bamboo carvings, lacquer ware, braiding, etc.

G: I want something typically Chinese and easy to carry.

S: Well, the tri-colored glazed pottery is beautiful, but it's fragile. Cloisonné is heavy and can be easily damaged. I suggest you buy some embroidery. It's easy to carry.

G: I'm interested in it. It looks so delicate.

S: Here is a piece of Su embroidery. It's hand-made in the technique of double-sided embroidery. Both sides display the exactly same pattern.

G: Let me see it. Oh, a dog's playing with two balls. The dog is so cute. I'll take it.

S: What else do you want?

G: I like the cloisonné vase, but what a pity it's inconvenient to carry.

S: If you are really interested, you can have it posted. Next to ours is a post office.

G: That's a good idea. Then I'll take this piece of embroidery and vase. How much are they?

S: Five hundred in all.

G: Here is the money.

S: Thank you.

Dialogue 3 At the Porcelain Shop

Situation: Porcelain differs from pottery. It uses China clay to form the basic material, and it has a coating of vitreous glaze that is fired at a temperature of at least 1200℃ until tough crystals appear. In addition, well-fired porcelain is nonporous and translucent. The porcelain with high quality is very precious and its price is also very high.

Mrs. Bell is making a long travel. She wants to buy some souvenirs in Porcelain Shop.

A: Shop Assistant B: Mrs. Bell

B: It is extremely beautiful. This is the very thing I've been dreaming of.

A: You've made a good choice. This China tea set is unusual. It was made in Jingdezhen.

B: Jingdezhen? Oh, I know it. Is't it called "the capital of porcelain"?

A: Yes, sir. Is there anything else you want?

B: (Points to a set of blue and white porcelain tableware) It's of perfect Chinese traditional design, isn't it?

A: Yes, indeed. It is the best quality porcelain- the famous eggshell china. It's not for use, but

for show. It is also made in Jingdezhen.

B: Oh, it must be most precious. Can I have a look?

A: Yes, sir. It is known to be "as white as jade and as thin as paper".

B: No wonder it's so expensive. I'll take it.

A: Shall I wrap them together or separately?

B: Separately, please. What do they come to in round figures?

A: Altogether 356 yuan.

B: Here is 360 yuan.

A: (Counting money) Sir, there are thirty notes of ten yuan and six notes of five yuan so it is 330 yuan in all. Would you please check it, sir?

B: I'm awfully sorry. I've made a mistake. I took five for ten. Here's another thirty yuan.

Dialogue 4 Going to the Tea Shop

Situation: Jane, a tour guide, is on the bus and going to visit Tangerine Village.

A: Jane **B: Mr. Smith**

A: Ladies and gentlemen, thank you for your attention. After visiting the former residence of Liang Qichao, we are heading for Tangerine Village.

B: Excuse me, is it about the famous "Chenpi"?

A: Yes, sir. Tangerine is a valuable herbal medicine. The building of the village is famous for its Malaysian style. Inside, we can try the tangerine products. I would recommend you to try the Chenpi Ripened Tangerine Pu-er tea. It is made of ripened pu-er tea leaves with Chenpi. Dig out the pulp in the tangerine, and then fill in the empty space with aged ripened pu-er tea leaves. After drying and shaping, the Chenpi tea was made in the appearance of tangerine, with unique taste. Chenpi is a Chinese phrase means the dried peel of orange or tangerine. It can be used in food, as well used as drugs in tradition Chinese medicine.

B: Can we try it?

A: I think so. I can arrange that. Oh, here we are. Let's get off the bus and gather in front of the gate there, OK? Remember to take your belongings.

IV. Tasks

1. Discussion

What role does the tour guide play in the tourist group and what are his/her responsibilities?

2. Translate the following sentences into English

(1) 我们有山水画[1]、人物画[2]和花鸟画[3]。

(2) 按照中国的传统观念，仙鹤[4]和松树[5]都是长寿[6]的象征[7]。

(3) 我们向贵宾们[8]赠送了几件精美的礼品。

(4) 这些西装质量上乘，做工[9]精良。

(5) 东南亚风情海鲜美食自助晚餐[10]，供应各款海鲜，包括龙虾[11]、大虾[12]、三文鱼[13]、带子[14]、八爪鱼[15]、蟹[16]、牡蛎[17]等。

(6) 广东江门新会世称“葵乡”[18]，具有千年葵艺文化。其火烙扇画[19]古色古香[20]，细腻精致[21]，是为一绝[22]。

【参考翻译】



3. Translate the following passage into Chinese

The Yamen Battery Fort



【参考翻译】

The Yamen Battery Fort[1] was built in 1718. At that time, Yamen Fort was in the north of the construction we visit today. It is named the Old Yamen Battery Fort and is abandoned[2] now. In 1809, the Qing government thought the Old Yamen Fort was too far away from the sea, so they moved it to this place and named it the New Yamen Fort. According to the records, the New Yamen Fort was built in 1809 and repaired in 1838. What's more, it was repaired again and built the sub-battery in 1856 by the county Chen Yingping.

The fort is semicircle[3], stone based, with 22 emplacements[4]. A horizontal inscribed board engraved with "Zhen Ya Tai" is on the top of the front gate. It is recorded that, in 1840, Lin Zexu has deployed[5] more soldiers to defend the territory, and he equipped the fort with 22 cannons. In 1854, the peasant uprising army used these cannons to attack the local county government. Now three cannons are preserved, which were made in Foshan in 1842.

Xinhui District is the famous place rich of fish and rice[6]. The Yamen Battery Fort is located in the suburb with a good view of rural scenery. In the Fort, you can not only have good look at the world's No. One single cable suspension bridge in Asian, but also enjoy a good view of the boats switching on the river and wetland far away. So, the best time for tourism is from April to October. You are able to enjoy the sunshine, blue sky, white cloud, green tree, green grass, clear water.

Fire Painted Fans

"Fire painted fans[7]" is the most famous traditional local handicraft. It was called "fusiform fan" in ancient times. According to *New Writings on Guangdong*[8], *Records of Xinhui County*[9], it began in Weijin Dynasty and boomed during Ming Dynasty. It was not painted by fire till late Qing Tongzhi period. It is said that people would love to paint pat-

terns of the fans but it was easily faded in the moisture days. But fire painted fans never fade. Nowadays, it becomes the best choice for gifts.

4. Role-play

Situation

You are taking a tour group to do some shopping during the tour. Persuade them to buy more products.

V. Supplementary Reading

The Six Banyan Temple

Introduction



【参考翻译】

The Six Banyan Temple[1] in Guangzhou is a 1400-year-old Buddhist monastery[2], dating from 537AD during China's Southern and Northern Dynasties Period[3], when Buddhism in China was in its prime. Emperor Wu of the Liang Dynasty in South China was the most zealous devotee[4] of Buddhism among all the emperors throughout the history of China. At that time, a Buddhist priest[5] called Tanyu, who was a maternal uncle[6] of Emperor Wu, was planning to bring the Buddhist relic they got in Cambodia[7] to Guangzhou from Nanjing. To await the arrival of this Buddhist relic, the then governor of Guangzhou, Xiao Yu by name, specially had this temple built. The original structure of the temple was destroyed by fire in the middle of the 10th century during the early years of the Northern Song Dynasty. The existing temple was built in 989 and the pagoda was reconstructed in 1097.

This temple has got different names. In 1100, when Su Dongpo, a celebrated writer[8] and calligrapher[9] of the Northern Song Dynasty, came to visit the temple and was asked to leave a piece of his calligraphy in the temple, he wrote down two Chinese characters "Liu Rong", meaning "Six Banyan" in English, because he was deeply impressed by the six banyan trees then growing in the temple. Since then the temple has been commonly known as the Six Banyan Temple and the pagoda, the Six Banyan Pagoda. Now the facsimiles of these two characters can still be seen engraved[10] on the stone tablet[11] in a corridor and on the slab[12] over the lintel[13] of the front door.

The Hall of Heavenly Kings

The entrance hall of the temple is called The Hall of Heavenly Kings and is the shrine for Mile Buddha[14] (Maitreya)[15] and the Heavenly Kings[16] (or the Divas as are called in Buddhist sutra[17]). The statue in the middle, the man with a big belly, is Mile Buddha[18], who is commonly known as the Laughing Buddha[19] because he is always grinning[20] from ear to ear. He is the future savior[21] that will deliver all living beings to the Buddhist paradise[22] after Sakyamuni's Buddhist power[23] is exhausted, and so he is also known as the Future Buddha. The couplet on both sides is a compliment to the Laughing Buddha, meaning literally: "A big belly can hold the world's troubles that are troubling people. An open mouth is smiling at those who are to be smiled at[24]."

On either side of the hall we can see two statues. They are the four Heavenly Kings[25], who are protectors of Buddhist doctrines[26], with each taking care of one side-the east, west, north and south. It is their joint efforts that ensure harmony, peace and prosperity of the world. The four objects they are holding-a "pipa"(a Chinese pluck instrumen[27]), an umbrella, a snake and a sword-combine[28] to mean that Buddha will ensure a favorable weather for the crops so that people may live a happy life.(Individually, the one playing a pipa takes charge of the affairs in the East and is associated with harmony, as are all musicians; the one holding an umbrella, which is a symbol of rain that nourishes the crops, is in charge of the northern affairs; the third protector holding a snake in his hand takes charge of the affairs in the West and is believed to be able to tame all evil-doers[29] and keep them under control; the sword carrier, who looks after the southern affairs, is supposed to be able to bring wind.)

Statue at the back of the Laughing Buddha[30] is the patron of the temple[31], Wei Tuo[32] or Veda[33] by name[34], who is number one among the 32 generals under the four Heavenly Kings affairs.

The Six Banyan Pagoda

The Six Banyan Pagoda[35] was built for keeping Buddhist relics[36]. According to the records, some holy ashes from Buddha's teeth, a sword, a bronze tripod[37] and some other Buddhist treasures are buried under the foundation of the pagoda. This octagonal magnificent pagoda[38], with its blue glazed tiles[39], vermilion beams[40], painted walls[41] and red pillars[42] all in good match, looks like a flowery column[43] and so it is often referred to as the "Flowery Pagoda[44]".

The highlight of the visit to the temple is to climb the pagoda. This 57-meter-high pagoda looks to have only 9 stories on the outside but actually has 17 stories inside. On each of the 9 external floors[45], there are many entrances leading to its interior[46] but only one is accessible to the staircase. So, if you lose your way, you just turn around the circle and you will find your way up or down! On the top floor, there is a huge bronze column with 1023 Buddha figurines[47] in relief. Cast

in 1358, this bronze column, together with its attachments[48], weighs over 5 tons.

The Sakyamuni Hall

To the west of the pagoda is the main hall of the temple-the Sakyamuni Hall[49]. In this hall, the statues of Sakyamuni Buddha[50], Amida Buddha[51] and the Pharmacist Buddha (Bhaisajya-guru)[52] are enshrined[53]. They are the three master Buddhas of the central, western and eastern worlds.

These three bronze Buddha statues, all 6 meters high and each weighing 10 tons, were cast[54] in 1663 and are the biggest bronze Buddha statues in Guangdong Province. Originally[55] they were settled[56] in the Big Buddha Temple at Huifu Xi Road in Guangzhou. In the 1960s during the Cultural Revolution[57], they were regarded as vestiges[58] of the old feudal ideas[59] and were moved out of the temple and put into a scrap warehouse by the rebellious[60] Red Guards[61]. In 1983, they were removed[62] to be mounted[63] here when the Sakyamuni Hall of the Six Banyan Temple was rebuilt.

The Sixth Patriarch Hall

To the south of the pagoda is the shrine for worshiping Hui Neng[64] who was the Six Patriarch of Chan Buddhism[65] and founder of the south sect of Chan Buddhism[66], which is the prevailing Buddhist sect in China[67]. (See Nanhua Temple for more details about Hui Neng)

What and how is the south sect of Chan Buddhism? Well, according to Buddhist dogmas[68], sufferings and miseries exist everywhere in this world and evils are caused by people's desire and attachment[69]. And life, as well as time, is cyclical[70] and all beings are subject to the sufferings of changes in different incarnations[71]. The soul may endure many lives but the condition of the new life depends on the behavior of the soul[72] in its previous body. If an individual ignores opportunities for right thinking and right action, in its next life it will have to pay for its past mistake. Therefore, in order to escape the wheel of life[73] and to escape from suffering and misery, human beings must eliminate all desire and attachment[74], such as those for money and sex, which are the causes of all evils. The way to achieve the goal of eliminating desire and attachment may differ with different sects of Buddhism. Hui Neng, the sixth patriarch of Chan Buddhism, made this very simple. He discarded all the red tapes[75] and advocated that, to achieve this goal, one should only practice umbilical contemplation, that is, to restrain oneself[76] from any desire and emotions[77] by quietly sitting cross-legged to concentrate one's mind on the umbilicus[78] of one's own, in a posture like that of his statue you can see in the temple. The south sect Chan Buddhists believe that everybody has an inherent Buddhist nature[79], that is, a peaceful and undistracted state of mind that was originally free from evil intention and anxiety. This Buddhist nature in his own mind can be realized as long as he gives up all desire and attachment and, once he has come to realize it, he will instantly become a Buddha. And, even a butcher who used to kill living beings everyday can become a Buddha as long as he drops his cleaver[80] and practice contemplation to realize his Buddhist nature.

Chapter 9

Checking Out

Goals:

After learning this chapter, you will be able to:

- guiding the tour group to leave the hotel;
- check out of the hotel by credit card.

Key Points:

1. The useful expressions of guiding the tour group to leave the hotel.
2. The useful expressions of checking out of the hotel by credit card.

I. Lead-in

Question: How to provide check-out service?

When doing the checkout service, the tour guide should remind the tourists to clear their incidental bills (laundry, long distance calls, mini bar, etc.), return hotel keys, and help to solve problems of damage of hotel facilities, remind the hotel the check out and departure time (esp. for large groups) so that the hotel can arrange enough personnel, return the group documents, (group visa, individual passports, air tickets if they are purchased by the group operators).

When preparing a guest's bill the cashier should pay special attention to the following things:

1. Check if the guest has paid a reservation deposit. If he has, take the amount of his deposit out of the bill.

2. Check with the guest if he/she is entitled to any kind of discount or complementary rate. If he/she is, make the necessary deduction.

3. Remind the guest to return his room key to the reception before he leaves the hotel.

4. If the guest settles his/her account in traveler's check, make sure that he/she countersigns the check in front of you. Do not accept checks that have already countersigned. Then compare the two signatures carefully. When a traveler's check is suspected to be a counterfeit one first look at the check closely and see if the portraits and patterns are clearly printed. Then feel the check with your hand. If it is a traveler's check the fringe should be printed in relief. With American Express Traveler's check if you rob it with a wet finger holding the check face down the blue ink on the left face value spot comes off. With other traveler's checks the cashier can look for water marks by holding the check against the light or look for the special ink color by putting the check under an ultraviolet light. The above-mentioned measures are applicable to foreign bank notes too.

5. In case when the guest wants to pay his bill by credit card, the cashier should always follow the procedure below:

- Check and see if the card is still valid. The expiration date can be found at the front bottom of the card.
- If your hotel has received a warning notice, check and see if the guest's card number is listed on the latest copy. If it is, the car is no good. Remember the person's room number and remember how he/she looks if possible and report it to your superior immediately, if the guest's card is not listed on the latest copy of warning it is good.
- Imprint the card onto a sales voucher and then write out on it the amount of transaction and date.
- Make sure that the amount of sales does not go beyond the authorized credit limit.

- Ask the card holder to sign in the designated space and then compare the signature with the signature panel on the back of the card.
- Give the card holder's copy to the guest and keep the establishment copy in your files for one year. Mail the remaining copy to the credit card company within specified number of days accompanied by a complete summary card.

II. Useful Words & Expressions

1. Useful Words

check out 退房
remind 提醒
laundry 洗衣
long distance calls 长途电话
mini bar 迷你水吧
departure 出发
visa 签证
reservation deposit 预定押金
discount 折扣
complementary rate 优惠费率
reception 前台
traveler's check 旅行支票
countersign 会签
counterfeit 仿造
portrait 肖像
fringe 边缘
cashier 收银员
water mark 水印
ultraviolet light 紫外线
bank note 钞票
procedure 程序
valid 有效的
expiration date 截止日期
imprint 复印
sales voucher 销货凭证
authorize 授权
credit limit 信用额度
facilities 设备
storage service 保管服务

2. Useful Expressions

- I'm leaving today. May I settle my hotel bill now?
- Your name and your room number, please?
- Did you have your breakfast?
- Have you used any facilities since then?
- Just a moment, please. I'm preparing your bill. Sorry to have kept you waiting.
- Here is your bill, RMB 1550 yuan in all, including 10% service charge.
- Please check it.
- You have paid a deposit of RMB 2000 yuan, haven't you?

- Yes. Here is the receipt.
- Thank you. Here is the invoice and your change. Have a check, please.
- It's quite all right. Thank you.
- You're welcome. We hope you will enjoy your journey.

III. Model Dialogues

Dialogue 1　Leaving the hotel

Situation: The tour guide Jane is talking to the group when leaving the hotel.

Jane: Good morning, ladies and gentlemen. We'll be saying goodbye to the hotel in several minutes. Before we get on the bus, please make sure that you have all checked out and cleared your bills, especially the incidentals including your laundry charges and your phone charges. Also see to it that you have all your cameras. Please leave your room keys at the desk. Now everyone is here. Please take good care of your bags and follow me to the bus. Thank you.

Dialogue 2　Checking Out by Credit Card

Situation: Mr. Harry is checking out at the front desk. He wants to check out by credit card.

A: Reservationist　B: Mr. Harry

A: Good morning, sir? Can I help you?

B: I'd like to pay my bill now.

A: Your name and room number, please?

B: George Harry, Room 706.

A: Yes, Mr. Harry. Have you used any hotel services this morning?

B: No, I haven't used any services.

A: Fine, this is your bill, Mr. Harry. Four nights at US$ 90 each, that makes a total of US$360.

B: Can I pay by credit card?

A: Certainly. May I have your card, please?

B: Here you are.

A: Please sign your name here.

B: Oh, yes. Is it possible to leave my luggage here until I'm ready to leave this afternoon? I'd like to say goodbye to some of my friends.

A: Yes, we'll keep it for you. How many pieces of your luggage?

B: Just three. I'll be back by 3:00 p.m.

A: Here is your receipt. Have a nice day!

B: Thank you. See you later.

Dialogue 3　Consultation of Checking out

Situation: John Smith wants to check out at the front office. He is getting some information.

A: Reservationist　B: John Smith

A: Front desk. May I help you?

B: I'm going to check out tomorrow, but I'll be back in a week's time. Can I have my luggage here?

A: Yes, sure. We do have a storage service. When will you by checking out tomorrow?

B: About nine-thirty in the morning.

A: Then shall we arrange the bell boy to pick up your luggage at 9:00?

B: Sure.

A: May I have your room number, please?

B: 1218.

A: 1218. We'll collect your luggage at 9:00 tomorrow. Would you then come to the front desk to get your storage receipt, please?

B: Thank you very much, bye!

A: You're welcome. Goodbye.

IV. Tasks

1. Discussion

What shall a tour guide when the hotel the group stayed in lost some small things?

2. Translate the following sentences into English


【参考翻译】

(1) 按敲门的程序敲门[1]，如房内有客人，应等客人离房后才可进房检查并通知[2]收银员[3]重新退房核对，同时应主动帮助客人搬运行李或通知行李员[4]帮忙。

(2) 检查客人是否还遗留物品[5]，及时送还[6]，如不见客人，应及时通知前台收银[7]及服务中心[8]。特别注意的地方是衣柜(壁柜)[9]里是否还有客人的衣服，卫生间、枕头底下和抽屉[10]里等。保险柜[11]是否被锁住。

(3) 1985年5月，江门市博物馆正式成立，为政府常设的专业文物管理机构[12]，馆址定在[13]陈白沙纪念馆[14]内。

(4) 江门市博物馆现有各类文物3万多件，其中九成左右是华侨文物。在馆藏的

华侨文物中，实物[15]达2万多件，照片1 000多张，图书资料、刊物2 700多册（份），对展示和研究五邑华侨史极其重要。

3. Translate the following passage into Chinese

Chaolian Island

From Wikipedia, the free encyclopedia

Chaolian Subdistrict is a subdistrict of Pengjiang District, Jiangmen, Guangdong, China. It covers an area of 12 square kilometers, with a population of 12,000.

History



【参考翻译】

Chaolian was a subdistrict[1] called Hua'e Du of Xinhui District in Qing Dynasty; in the Republic of China period[2], it was under the 4th section of Xinhui District; in 1955, under Waihai District; in October, 1958, under Waihai community commune; in 1961, under Hetang community commune; in September 24th, 1977, Chaolian became a part of Jiangmen, and Chaolian community commune was found; in 1983, Chaolian District was found, but in 1987, it became a Town(subdistrict), and in 2000, Chaolian Subdistrict was announced and continues to be it.

Economy

Since the Reform and Opening[3], Chaolian, as a famous hometown of overseas Chinese, has developed its economy with the help of foreign investment and local capital[4].

On the completion of Chaolian Bridge and Xijiang Bridge, Chaolian became an important transportation crossroad[5] among Shunde, Foshan, and Panyu.

Chaolian is called "The Island of Diamond[6]" after Henghe Diamond Co. Ltd.(Jiangmen) set its home there. With the construction of "The Island of Diamond", the Xijiang View Food Street[7], and Jiangmen Polytechnic[8], Chaolian will develop its economy base[9] on travelling, entertainment, and shopping.

Touring

- **Hongsheng Park**

Hongsheng Park[10] is in Fugang. In the north of Chaolian Island, facing Xijiang, it is the expansion of Hongsheng Buddha Hall[11] in 1984. It covers an area of more than 15,000 square meters, with beautifully designed structures. The artificial lake[12] is quiet and beautiful with bridges and pavilions[13]. The park is full of plants, from roses to peach flowers[14], mellows to bamboos[15].The main historical sites are Hongsheng Buddha Hall, the Loving Mother Pavilion[16], and the Four-Eyes-Well[17].

Hongsheng temple, commonly known as the King Temple, was built in the Ming dynasty (year 1600). It is divided into 3 parts: the front hall, the main hall and the pavilion. In 1988, it was listed into jiangmen city cultural relic's protection units.

According to *Chaolian Log Record*[18], in Ming Dynasty (year1585), Lu Chi, who is from north Chaolian, passed the provincial examination and was appointed magistrate of Meng County, Anhui province. He was hard-working and loved his people, so he enjoyed excellent reputation. His mother was ill and did not getting better even after seeing famous doctors. He knew that the Hongsheng King was of great supernatural power. So he begged the Hongsheng King for help and his mother was getting better and better since then. Lu's mother was so thankful to the Hongsheng King, so she asked Lu to take the sculpture of Hongsheng King back to town for consecration[19]. When Lu was off his duty, he carved a new sculpture in the temple and carried the old one back to his hometown.

As to the choice of the temple site, people putted down the sculpture in front of the Tianhou Temple for a rest during the parade, but they could not lift it up again. Through divination, they re-built the Temple into Hongsheng Temple and have Tianhou Magesty on the left side of Hongsheng King.

• Free School

The Free school[20] is located on the left side of Hongsheng Temple, usually sponsored by government or donation, which provided education opportunities for the poor children and charged for nothing. But it was closed for a long time because of limited budget and left the building of "Yixue" only.

• Township Treaty Building

Chaolian township treaty building[21] is located on the left of Hung Sheng temple, which is a place for public discussions. Representatives of all surnames[22] gathered here, discussed public affairs and made agreements, encouraged and rewarded good personalities and good deeds, and sanctioned and punished the bad ones.

• Ancestral Temple

Inside Chaolian Island, there are large numbers of the ancestral temples. In 6 communities of Chaolian Island, each community has an ancestral temple street. The ancient buildings and grey carving and wood carving are well-preserved in the ancestral temples. It is said that the Chaolian had 128 ancestral temples. Now more than 60 of them are of good maintenance.

Lubian Ancestral temple[23] is located in Lubian community, and is the most impressive ancestral temple in the Chaolian Island. It is famous for its ancient Chinese style architecture. Now it

serves as a small museum for exhibition of paintings and photographs of local artists[24].

Loving Mother Pavilion

Loving Mother Pavilion is for the memory of the story of Ouyue's "Loving mother and dutiful son". Ouyue was from Fugang, Chaolian, and appointed Zuo Canzheng of Jiangxi Province in Ming Dynasty.

He lost his mother when he was 8. Mrs.Tong, his stepmother, took good care of him. When Ouyue pursued his studies away from home, Mrs.Tong used to be waitting for Ou's returning on the stone beside the sea. The local people praised her and called the stone she stood on as "Mother Stone". Chen Baisha, Ou's teacher, made a poem named "Loving Mother Stone (For Student Ouyue)" for this.

- **Acient Ferry Place**

Dabutou is 135 meters long along the seashore. It is not clear when it was built. According to *Chaolian Records*, it was increased by two feet in high in Daoguang-16-year of Qing Dynasty to avoid flood and for water transportation. Over the past years, people came from the marine terminal on the birthay of Hongsheng King.

4. Role-play

Situation

You are a tour guide. And your group is checking out of a hotel. Make a dialogue with your classmates.

V. Supplementary Reading

Site for Former Whampoa Military Academy

On the Way to the Academy


【参考翻译】

Whampoa Military Academy[1] is the cradle of Chinese military strategists[2], and a holy land of the national revolution[3]. It is known as one of the four prestigious military academies[4] together with the west point in the United States, the royal Military Academy in Britain[5] and Frunze Military Academy in former Russia[6]. After Xinhai revolution[7] in 1911, China stood the test such events as the First National Revolutionary War[8], the land reform[9], War of Resistance against Japan[10] and the War of Liberation[11]. Graduates and staff[12] from Whampoa Military Academy starred during the war or peace times in the dif-

ferent ways. Among the ten generals[13] of the Chinese People's Liberation Army[14], five of them were its graduates. They are Ye Jianying, Nie Rongzhen, Chen Yi, Xu Xiangqian and Lin Biao. Its staff members include Zhou Enlai, Tao Zhu, Liu Zhidan and Zuo Quan. They were awarded their titles as the first group of generals of the Chinese People's Liberation Army[15]. They have made great contribution to the victory of the War of Liberation[16]. The generals of the Nationalist Army are graduates of Whampoa as well. Li Jishen, Du Yuming, Hu Zongnan, Deng Yanda, Song Xilian and Chen Cheng, to name a few[17]. Some people commented that the wars in the modern time of China were actually battles among its former staff and graduates. This is a snap conclusion[18] but to some degree it is true if we look at the name lists of the generals of the two parties: the Communist Party[19] and the Nationalist Party[20]. Many historical documents and facts shadow the Whampoa Military Academy with a mysterious veil[21]. This myth attracts people from all walks of life[22] come to pay a visit or to conduct related research. With the assistance of the Communist Party of China and the former Soviet government[23], Sun Yat-sen founded a new-style military and political academy. "To establish a revolutionary army to save China form all risks" was the aim he brought forth at its opening ceremony on June, 16th, 1926. This academy was under the leadership of Premier Sun Yat-sen, President Chiang Kai-shek and the Communist Party representative Liao Zhongkai. It ran seven enrollments[24] on end before it was relocated[25] to Nanjing in 1930 and later to Chengdu and Taiwan.

At the Main Entrance

Inscribed[26] on the plaque[27] at the top of the main entrance are six Chinese characters "陆军军官学校" (General Academy of Army[28]), written by Tan Yankai, the patriarch[29] of the Nationalist Party. The academy was renamed for a few times, but they never put the four Chinese character "黄埔军校" on the plaque[30]. It is called so just because it was located at Whampoa, in Changzhou Island, Guangzhou. Now we come back to the topic why Sun Yat-sen wanted to found a military academy? He devoted himself to the national revolution for more than two decades, but he did not have an army loyal to[31] the revolution. This led to the failure in revolution from time to time, he concluded. He felt extremely sad in 1922 when Chen Jiongmin betrayed[32] him and bombarded[33] the Office of the President[34]. After deep refection, he was determined to establish a general academy of army to cultivate[35] leading generals and well-trained soldiers in order to succeed in the revolution. Mottos and couplets[36] were posted inside the Academy. We can find the last words of Premier Sun Yat-sen here: "The work of revolution is not yet done, let all our comrades strive for its success[37]." Behind the main entrance is the site of the academy. It used to be the Canton Army Primary School[38] in the late Qing Dynasty. After the Academy was established, the president's office[39], departments' offices[40], classrooms, dormitories and the dining hall were all here. But all the

buildings on the campus were destroyed by Japanese fighter planes[41] in 1938. It was really a pity. In May, 1998, Guangzhou municipal government[42] decided to have the academy rebuilt. Its reconstruction cost more than 20 million yuan. It was completed on November 12th, in 1998 when it was the 130th anniversary[43] of Premier Sun Yat-sen.

At the Academy Gate

The Academy covers an area of 10,600 square meters. Its two-storey school board buildings[44] are brick-timber framed[45]. Three main passages and four rows of housing buildings are its layout[46]. The four rows of housing buildings have the same design and stand symmetrically[47] on either the east or the west side of an invisible[48] north-south axis[49]. Surrounded by walls, these four buildings lead onto the main passages. As we can see, the buildings on the campus are linked into a complete whole by passages. We can also feel its quietness and grace[50]. The place we are now standing at was called "7". It was the meeting place of its staff members and students when the academy was just set up and they did not have auditorium[51].

At the Office of the Political Department

We are now visiting the office of the Political Department. Premier Zhou Enlai worked as the third director of this Department when they had their first enrollment. Marshal[52] Nie Rongzhen acted as secretary for this Department, and he worked as a drill master[53] as well. President's Chamber is the room where President Chiang Kai-shek used to work and rest. The furnishings in the room are displayed according to their original arrangement when he was here. On the walls is name list of their first enrolled students[54], including their name, birth place, ages and comment column[55]. President is the person who makes the comment in the column. He once wrote about Chen Gen[56] like this: "This graduate looks weak, but he is poised and hardworking[57]. He is qualified to lead his men[58]." From the comments he made, we cold[59] infer[60] that President Chiang Kai-shek is a careful observer of the students' personality, ability and strong points.

President's General Office

Now we are entering President's General Office[61]. Nationalist Party's representative[62], Liao Zhongkai, worked here. As the Party's patriarch[63] and great contributor[64] to the Xinhai Revolution[65], he dedicated himself to[66] the establishment of the Academy by taking concurrent posts. When the school had financial difficulties[67], he spared no effort to raise funds[68] to get through. He assured his colleagues, "Please don't worry about our financial situation, I'll be responsible for it. You are shouldered with the responsibility to train and nurture our students[69]." His devotedness won him the title "a motherly affectionate leader of the party and the army[70]."

President's Reception Chamber

The couplet[71] in the President's Reception says, "Climb the hills to see the sea afar, ride on the horse to pacify China[72]". It was written by the famous calligrapher and the Nationalist Party's Patriarch[73] Yu Youren and was presented to President Chiang Kai-shek. The structure of the couplet in Chinese is symmetrical[74]. Its wording is vigorous[75]. This couplet expresses the ambition[76] and firm determination[77] of the staff and students to reunify[78] China, with this academy as their solid base.

The Former Residence of Sun Yat-sen

The two-storey building combines the Chinese and western architectural styles[79]. It was used as a customs house[80] during the Qing Dynasty. In 1952 when this building was under repair, the wooden staircase in the west was made indoors. The exhibits were organized into the themes[81] of "The Old Days of this Storied Building" and "Anecdotes of Sun-Mei[82]". We can see some pictures, and some physical objects. From the exhibits here, we can know more about the past glory of the academy[83], and the friendship between Sun Yat-sen and his Japanese friend, Umeya Shakichi.

Monument to Sun Yat-sen

This monument was built in 1928 and completed in 1930. It can be said that its shape and design is distinctive[84]. Viewed from afar, a huge Chinese character "文" is eye-catching[85]. "文" is the focus of the whole thing. Why so? As you know, "文"is the name given by his parents when he was born. The base of the monuments is massive. Four striking[86] Chinese characters "亲爱精诚" are written there, emphasizing the qualities of "love and sincerity". This four-word text is the motto[87] of the Military Academy. This base consists of two parts, separating by a passage. The lower part implies a figure of seven. It symbolizes the seven enrollments[88] the Military Academy has had in Whampoa. The upper part implies a figure of five. It refers to the five battles its staff and students waged successfully[89]. Please look up at the statue of Sun Yat-sen. He was concentrating himself in lecturing his Three Principles of the People[90], wasn't he? This bronze statue is 3.9 meters in height and 1 ton in weight. It was donated by his Japanese friend, Umeya Shakichi, who entrusted this work to a Japanese sculptor[91]（牧田祥哉）. As Umeya[92] was in financial difficulty at that time, he had four identical statues made only. The other three were placed respectively in Sun Yat-sen University in Guangzhou, Sun Yat-sen Mausoleum[93] in Nanjing, and Sun Yat-sen Memorial in Macau[94]. Under the foot of the statue, we can see Chinese characters inscribed on the four sides of the monument. On its front facade[95] is "孙总理纪念碑", the handwritings of a famous calligrapher, called Hu Hanming. Its equivalent in English is "Dedicated to Premier Sun[96]".

On its back are the words, depicting him a man as he is. These words are used as the oaths of his comrades[97] when they go on with the work he left unfinished. On its eastern[98] side are "和平、奋斗、救中国" (For Peace, to Struggle and Save China[99]). On its western side is the exhortation[100] of Premier Sun. These words have been encouraging[101], inciting[102] and advising earnestly his comrades and later generations. His exhortation was adopted as national anthem[103] after Nationalist Party settled its capital in Nanjing 1927.

Its Club

This two-storey building, quite a grand hall at that time, was completed in 1926. It holds more than one thousand people. The Academy often had their gatherings[104], presentations[105], celebrations[106], and entertaining performance[107] here in this auditorium.

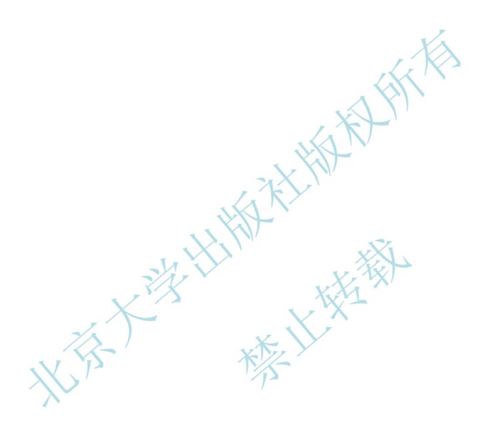
Its Swimming Pool

Most of the students were from the northern part of China. They couldn't swim. This could be a drawback. Two docks[108] nearby were transformed into swimming pools. They first learned how to swim in the pools, then went to swim in the Pearl River. This training prepared the enrolled students to fight in the southern part of China where water networks were formed.

Marty's Cemetery in Memory of Eastern Expedition

This cemetery was built in 1925, completed one year later. Its design is similar to Cemetery for 72 martyrs[109] at Huanghuagang, Guangzhou. This cemetery was built in memory of 516 martyrs who lay down their life on the two Eastern Expeditions in 1925. Among those heroes, Liu Yaozhan was of the highest rank. He was promoted to Lieutenant General[110] after his death. On its west lies the cemetery for their 16 generals. Inscribed[111] there are the nine Chinese characters read like "东征阵亡烈士纪念坊". Its equivalent of English is "Dedicated to the Martyrs on Eastern Expeditions[112]". They are the handwritings of Zhang Renjie. His other name is Zhang Jingjiang. He is the patriarch[113] of the Nationalist Party[114], the military counselor and the teacher of Chiang Kai-shek. He was one of the three most famous calligraphers serving for the Nationalist Party. Eastward Walk[115] brings us to the cemetery[116] of Cai Guangju. Born in Zunyi, Gunzhou, he was a student in the list of the first enrollment of the Academy. On the Eastern Expedition, he died in Danshui. Due to his bravery and his high ranking[117] among the graduates, he earned this honour to have his own cemetery. Monument to Northern Expedition was erected in 1929 to remember those who sacrificed their life in the battles on their Northern Expedition. It is 7 meters high. There are inscriptions on the three sides of the base. "Dedicated to the Graduates of

the General Academy of Army who served as Generals and Lieutenants, but sacrificed on the Northern Expedition[118]" are the characters written on its front facade. "Sacrifice for the Motherland" are on its east side while "Sacrifice for the People" are on its west. The names of 353 martyrs[119] who were graduates of the Academy are inscribed on the northern, eastern and western sides. Their noble spirit[120] of revolution are unceasingly inspiring later generations.



Chapter 10

Farewell

Goals:

After learning this chapter, you will be able to:

- collect luggage;
- give a farewell speech;
- check in for a flight;
- see off at the airport.

Key Points:

1. The useful expressions of collecting luggage for the guests.
2. The useful expressions of giving a farewell speech.
3. The useful expressions of checking in for a flight.
4. The useful expressions of seeing off at the airport.

I. Lead-in

Farewell Services

Question: What shall a tour guide pay attention to when providing farewell services?

Preparation before departure of the group includes: verification of tickets, informing the next destination if there is any change of schedule so that the next travel agency will change accordingly, luggage collection, departure time and place to meet, wake-up call and breakfast arrangement, check out assistance, reminding tourists to pay bill, return tourists identity cards and passport.

Discuss with the group leader and national guide when to put the luggage outside the room before leaving for the airport or station, and then let the tourists know about the things to pay attention to while packing the checked luggage. Restricted and prohibited items for the checked baggage are: batteries, oxygen for medical purposes, air purifiers and ionizers, explosives and flammable liquids and solids, poisons/toxins, etc.

On arrival at the airport or railway station, (must arrive 90 minutes earlier for domestic flight, 120 minutes for international and coastal city flights, 60 minutes for train) get off the bus first to assist the tourists, and check if there are any things left behind.

In case of the incident of missing the airplane, report to travel agency first, and then make an apology to the tourists. Choose an alternative means for departure. Do remedy work as soon as possible.

Go through the departure formalities. Go through the check in procedure, and hand over the air (train, ship) tickets and luggage tickets after counting the exact amount to the national guide. Settle the bills with the national guide and collect all the tickets and cash. Explain clearly to the tourists and group leader how to go through the departure formalities. Give the national guide his (her) return tickets. Leave after the group check into the custom. Sign and settle the paper work with the driver. (Notice the mileage, your signature, etc.)

Bidding farewell to guests marks the end of a tour guides service. Wherever is arranged, it is of equal importance to the greetings and should be conducted with sincerity. If anything undesirable happens at the last minute, it may ruin the entire experience of a tour. Therefore, a qualified tour guide should be thoughtful and warm-hearted through his service and try to make the farewell impressive and everlasting. A farewell speech may be delivered at the dinner table, or at other places such as airport, railway station, etc., There might be some inadequacies in the service, and it is always wise to make apologies for the service and to invite criticism for improvements.

II. Useful Words & Expressions

1. Useful Words

verification 核实

luggage collection收集行李

air purifier 空气净化器

ionizer 离子发生器

formalities 手续

return ticket 回程票

sincerity 诚挚

inadequacies 不足

schedule安排

bid farewell 道别

2. Useful Expressions

1) Before going to the airport

- We must arrive at the airport an hour before departure time.
- We will pick you up and head straight to the airport.
- Perhaps we can make things up next time you are here.
- If opportunity offers, please also come to my country.

2) In the airport

- It's time to depart/board.
- I'm afraid I must say goodbye.
- So long.
- Farewell, my friends. Take care.
- Goodbye. Have a nice trip. And a safe landing in the States. I'll see you soon. / I wish you a nice trip home.



3) Say goodbye

- Please send my best regards/Remember me to your family.
- Drop in again whenever you have time.
- We'll take the first chance to see you when we get to Shanghai.
- Don't forget to give me a ring.
- You must hurry up then. There's only 10 minutes left.
- I'm sorry you're unable to stay in Beijing a little while longer.

4) Express the feeling of not willing to say goodbye.

- I feel you've just come.
- Why are you in such a hurry?
- It's a pity you're leaving so soon.
- All good things must come to an end.
- I won't keep you then.



5) Express thanks

- Thank you for all of your help / your time / everything you did for us / your trouble.
- I've enjoyed every minute of my stay here. I shall miss you and thank you for your company.
- It's so kind of you to come all the way to see me off.

6) Hope to see you soon

- When shall we see you again? / When will you come again?
- I hope we can get together again. / I hope to see you again soon.
- Please keep in touch.
- Come and see us when you have time.
- I do hope you'll come next time.
- I'm looking forward to our next meeting.

III. Model Dialogues

Dialogue 1　Luggage collection

Situation: A tour group has just come back from an evening show. Now they are at the hotel. The tour guide Jane is speaking to the whole group.

A: Jane (the tour guide)　　B: the group
C: Mr. Harry (the tour leader) D: National guide
E: Mr. Taylor

A: Attention please. We are going to check out early tomorrow morning. Would you please have your bags ready by 10:30 p.m. and leave them right outside the door? We are going to check them. I have also arranged an early morning call for you. It is at 5:30 a.m. Breakfast will be served at 6 a.m. since the departure time of the flight is 8 a.m., we have to set off at 6:30 a.m. Are there any problems with this schedule?

B: No, thank you.

A: (To the tour leader) Hello, Mr. Harry. Shall we meet on the 14th floor five minutes before 10:30 p.m.? You, the national guide and I will be there together to check the luggage.

C: Yes, sure. You are very considerate.

(At 10:30 p.m. on the 14th floor where the tour group is staying)

C: We have got 32 pieces altogether.

A: Are they all well locked?

A: Let me see. Oh, this one has no lock on it. It is Mr. Taylor's, I think.

(The national guide knocks at Mr. Taylor's door. Mr. Taylor opens the door.)

D: Sorry, Mr. Taylor. But you forgot to lock your bag.

E: Well, I don't think I have to lock it. There is nothing important inside.

D: Well, according to CAAC's regulations all luggage must be locked except the carry-on luggage. Otherwise, they will not accept it.

E: Oh, I see. I am very sorry. But I haven't got an extra lock for it. Where can I get one now?

D: In that case, you will have to buy one at the airport tomorrow morning.

E: How much does a lock cost there?

D: One yuan fifty.

E: That is OK. I will buy one tomorrow. Thank you.

D: Thank you and goodnight.

A: Everything is fine now, Mr. Harry. We can hand over the luggage to the bellboy now.

C: Yes, sure.

D: So, see you tomorrow.

C: See you.

A: See you. Good night.

Dialogue 2 Farewell Speech

Situation: The tour guide Jane is making a farewell speech on the bus.

Ladies and gentlemen,

I'm very sorry that you are leaving. On behalf of my travel service and myself, I'd like to take this opportunity to extend my heartfelt thanks and bid farewell to our dear friends.

I'd like to express my thanks to our tour leader Mr. White and to everyone in our group for the kindness and helpfulness you showed to me during your stay in China. I thank you for your patience and friendship, which has made my work easier and has enabled me to learn many things about your country and people. Some of you have been teaching me English; some of you have been talking me about your culture and your ways of life. You have made me a better tour guide, and I thank you all for that.

I also appreciate your cooperation and your understanding, which has made the trip a special pleasure and a success for my part.

We're very happy that you have come to our country and that you have visited our factories, schools and hospitals, and our historical sites and beautiful scenery. I believe that the growing contacts will bring the people of our two countries closer and promote peace and harmony in the world.

Tourism is a young and growing industry in China. We have been making great efforts to improve our travel service. Things will be much better next time when you come here. We look forward to seeing you again.

I wish you have a pleasant journey home. Thank you.

Dialogue 3 Check-in Counter at the Airport

Situation: The group is checking in at the airport.

A: Airline Clerk B: Mr. Fu C: Mrs. Fu

A: May I see your tickets and passports, please?

B: Here they are.

A: Would you put all your baggage on the scale, please? Ah, thirty-eight kilos.

C: Is that inside the free allowance?

A: Yes, we allow twenty kilos each.

C: That's lucky. (To her husband) What's next?

B: They'll have to check our baggage. Why don't you wait for me upstairs at the refreshment lounge?

C: All right. (She goes off.)

A: Open your baggage, please.

B: Sure. (He opens the bags. The airline clerk examines them.)

A: All right. Thank you, sir.

B: (Upstairs at the lounge.) What did you order for me?

C: Black coffee. What do we do now?

B: Let me finish this coffee and then we will go to gate 5. They're announcing our flight.

C: I didn't hear anything.

B: It's on that sign board up there. See? UA 801. At gate 5. Have you paid the check yet?

C: Yes.

B: Let's go then.

Dialogue 4 Seeing Off at the Airport

Situation: The tour guide Jane is seeing the group off at the airport.

A: Jane (the tour guide) B: the group

C: Mr. Harry (the tour leader) D: National guide

A: Well, goodbye Harvey. Goodbye Victoria. Goodbye Jack. Goodbye Susan. Thanks for joining our group.

C: It's been lovely meeting you. And if you're ever in our neck of the woods, please look us up. I'll show you some freshwater fishing.

B: Thank you, Jane.

A: Thank you. I'll remember that.

D: Thanks for your great job Jane.

A: Don't mention it. Safe flight everyone. Give me a call when you're next in town.

D: You'll be hearing from us.

A: Bye.

IV. Tasks

1. Discussion

What shall you do if the tourists are leaving for a bad reason?

2. Translate the following sentences into English


【参考翻译】

(1) 旅游景点名称翻译得体，会激发[1]游客对某个自然景观或人文地理风情[2]的兴趣，甚至会激发游客对中国传统文化[3]和中国民族[4]的感情[5]，对于旅游业的发展和跨文化[6]的进一步交流有着至关重要的意义。

(2) 导游词[7]是导游人员引导游客观光游览时的讲解词[8]，是导游员同游客交流思想，向游客传播文化知识的工具。

(3) 江门春节有大型传统庙会[9]，敲钟[10]迎新年成了人们的习俗。

(4) 每年农历[11]年三十晚，人们云集玉台寺，祈求新的一年全家安康[12]。

(5) 重阳登高[13]，五邑人向来重视。

3. Translate the following passage into Chinese

Roast Goose

Roast goose is a dish found within Chinese and European cuisine.

Southern China


【参考翻译】

In southern China, roast goose is a variety of siu mei[1], or roasted meat dishes, within Cantonese cuisine[2]. It is made by roasting geese[3] with seasoning[4] in a charcoal[5] furnace[6] at high temperature. Roasted geese of high quality have crisp skin[7] with juicy and tender meat[8]. Slices of roasted goose[9] are generally served with plum sauce[10].

Roast goose, as served in Hong Kong, is no different from its counterpart[11] in the neighboring Guangdong Province of southern China, but, due to its cost, some Hong Kong restaurants offer roast duck instead.

Timurid[12] conqueror Babur in a banquet presented with roast goose.

European

Goose has a distinct flavor[13] which makes it a favorite European Christmas dish[14]. In Germany, roasted goose is a staple for Christmas Day meals. For European cultures, roasted goose is traditionally only eaten on appointed holidays[15], including St. Martin's Day[16].

It is generally replaced by the turkey[17] in the United Kingdom and United States. Similarly, goose is often an alternative[18] to turkey on European Christmas tables.

Roast goose is also a popular ingredient[19] for post-Christmas[20] meals. There are a number of recipes for Boxing Day[21] which make use of left over roasted goose from one's Christmas Day banquet.

The most prevalent stuffing[22] are apples, sweet chestnuts[23], prunes[24] and onions[25]. Typical seasonings include salt and pepper, mugwort[26], or marjoram[27]. Also used are red cabbage[28], Klöße[29], and gravy[30], which are used to garnish[31] the goose. Another version of roast goose is the Alsatian-style[32] with Bratwurst-stuffing[33] and sauerkraut[34] as garnish[35].

Among the most famous food products special to Kars region[36] are Kars honey, Kars Kasseri[37], Kars Gruyère cheese[38], which tastes like Swiss Emmental cheese[39], and Kars style roasted goose[40].

Gujing Roasted Goose (Xinhui)

It is said that the history of Gujing Roasted Goose of Xinhui District can dates back to[41] the last years of South Song Dynasty when the Song lost naval battle[42] in Yamen and actually ended. A cook of the royal court fled and settled in Gujing Town, Xinhui District. Since then the cook live on selling roasted goose with what he serves the court members[43].

The making Gujing Roasted Goose has all the way preserved the palace secret receipt[44]. Moreover, the choice of every material is sophisticated[45], from the main body goose to burned firewood[46]. The rigorous attitude[47] roasting goose ensures the high quality of Gujing Roasted Goose—crisp skin[48], juicy and tender meat[49]. Now, Gujing Roasted Goose has become a "must-try[50]" local delicacy[51] for travelers.

(From Wikipedia, the free encyclopedia)

4. Role-play

Situation

You are seeing off a tour group from Europe, who will leave for Guilin at the Baiyun Airport.

V. Supplementary Reading

China Folk Culture Village

Introduction


【参考翻译】

China is a country with a vast territory[1] and a multitude of nationalities[2]. It has 56 ethnic groups[3] living on a land of 9,600,000 square kilometers. China Folk Culture Village[4] is a large culture tourist resort[5] which gathers together in one place the folk arts[6], the local customs[7] and the local-style dwelling houses[8] of the 56 ethnic groups of China. There are 24 stockade villages[9] of 21 ethnic groups in it. Most of the buildings are designed and constructed by the craftsmen[10] of respective ethnic group. Some of them are reassembled[11] with complete sets of structural components[12] disassembled from the original houses in their native place[13]. In this folk culture village, there are hundreds of minority performers[14] from different parts of China. Tourists can not only experience each ethnic group's folk customs here, but also enjoy their distinctive performances[15] of songs, dances and tricks, taste their snacks and meanwhile participate in some recreational activities[16] with distinctive minority features, such as sliding over[17] rope-bridge[18] and drifting on flowing water[19].

Uygurs

Here is the stockade village of Urygurs[20]. The Urygurs[21] are one of the minorities living in the south of the Tianshan Mountain in Xinjiang, with a population of[22] 6 million Owing to the dry weather[23] and lack of rain[24] in Xinjiang, the Uygurs live in the houses with flat roofs[25]; and because sunshine is sufficient there, Xinjiang abounds in very sweet melons[26] and fruits. The Hami melons[27] and raisin[28] produced in Xinjiang are well known all over China. The Uygurs are good at singing and dancing. They have graceful dance movement, living melody[29], bright and colorful dress with adornment[30].

Tibetans

The Tibetan nationality[31] is distributed over the vast Qinghai-Tibet Plateau[32], making up a population of 5 million. Tibetans have dark complexion[33] because they live in high altitude regions[34], exposing themselves to direct sun rays[35]. This is a Tibetan stone-block house[36], please come in and have a look. The Tibetans will welcome the visitor in their own particular way: presenting a snow-white hade[37] to the visitor and wish him or her "zha-xi-de-le[38]" meaning "good luck[39]". The Tibetans believe in Tibetan Buddhism[40]. This is lamasery[41] constructed in the styles of the Jokhang Monastery[42] in Tibet and the

Tarl Monastery[43] in Qinghai. The barrel-shaped turners[44] outside are used for praying[45]. It is said that if you turn them clockwise[46] while you are praying your wish will come true. Please keep quite when you enter the lamasery. The Buddha images, the scriptures[47], the bell and the drums inside are all holy things[48], please do not touch them.

Mongolians

Mongolian nationality[49] is a nomadic nationality[50], mainly living on the Mongolian Grassland[51] and in the northwest, northwest and some other parts of China. The population is roughly 5 million. The Mongolians are called "a nationality on the horseback[52]", famous for their bravery and skills in the battle[53]. In the early 13th century, under the leadership of Genghis Khan[54], a Mongolian an empire, stretching across the continents of Asia and Europe, with an area of 30,000,000 square kilometers, was established. In the late 13th century (1271), Genghis Khan's grandson, Kublai Khan[55], conquered the Song Dynasty in Central China, united the whole China and founded the Yuan Dynasty. He made Beijing the capital and he ruled China for 98 years.

Artificial Scenery

Beside the great banyan tree at the East Gate, there are three more man-made scenes in Folk Culture Village. They are: the stone forest which is an imitation cave[56] which is an imitation of the Zhi-jin cave of Guizhou. I'll take you there if time permits.

Theatrical Performances

Besides watching the performances given in ach village, tourists in the Folk Culture Village can enjoy other grand shows, such as:

1. The Jin-Ge Dynasty[57]: It is a historical play telling about the historical event occurred 400 years ago when the founder of Qing Dynasty Nurhachi[58] defeated Ming's army of 200,000 strong with only 40,000 Qing troops. Tourists can not only witness the sole-stirring scene[59] of battles that time, but also enjoy the stunning performances of horsemanship[60]. Nurhachi was the forefather of the Qing Dynasty (the last feudal dynasty of China). His (eight) son (Huang Taiji) conquered the Ming Dynasty and founded the Qing Dynasty. The imperial kinsmen[61] were the Manchus[62], a minority originally lived in the northeastern part of China; The Qing Dynasty founded by the Manchus ruled over China for early 300 years and was overthrown in 1911 in the Chinese bourgeois democratic revolution led by Dr. Sun Yat-sen.

2. The orient Clothing: It is a 5:00 p.m. show in Central Theater. Tourists there can enjoy the graceful dances of all ethnic groups and their colorful costumes[63].

3. The Chinese Dragon-Phoenix Dance[64]: It is a kind of grand performance given every night in Phoenix Square. Nearly 500 performers go up on the stage and given their performances

or show their skills to the tourists. The performances include folk songs and dances, folk music, acrobatics and conjuring[65] etc. Show us brilliant and colorful national cultures of China's 5,000-year history.



Chapter 11 Unexpected Scenarios for Sightseeing Services

Goals:

After learning this chapter, you will be able to:

- handle the situation of tourists quitting the tour.
- handle the situation of losing guest's passport.
- handle the situation of being asked to change the menu.
- handle the situation of losing group members.
- handle the situation of traffic accident.

Key Points:

1. The useful expressions of handling the situation of tourists quitting the tour.
2. The useful expressions of handling the situation of losing guest's passport.
3. The useful expressions of handling the situation of being asked to change the menu.
4. The useful expressions of handling the situation of losing group members.
5. The useful expressions of handling the situation of traffic accident.

I. Lead-in

Question: What are the unexpected scenarios when providing sightseeing services? How to handle these scenarios?

Unexpected scenarios for sightseeing services usually are: 1.Quit the tour before it is finished; 2. What measures to prevent tourists from getting lost; 3. The tourists are found lost during the sightseeing; 4. The tourists are ill; 5. How should a guide handle a serious traffic accident.

1. Quit the tour before it is finished

The main reasons a tourist leaves a tour in mid-stream are middle to their personal illness or an urgent matter at home, but some leave because of dissatisfaction with the tour or service. Those who leave the tour group for personal reasons may receive partial reimbursement for the unused portion of their contracted tour, after the tour guide has reported their situation and has received approval from both the travel and organizing agencies. The tour guide should attempt to dissuade the dissatisfied tourist from quitting the tour. If the tourist insists on quitting, the guide should inform the tourist that he is unable to obtain a refund for the services not yet received.

2. What measures to prevent tourists from getting lost

Every morning, the tour guide should tell the tourists about the travel itinerary details for the day, including the places for visits and meals, so that the tourists can catch up with the group if he lags behind.

On arrival at the scenic spot, the guide should ask the tourists to remember the number and the exterior characteristics of the coach, the parking place and the time for departure. The guide should point out the travel route on the tourist map at the site location.

During the travel, the guide should count the tourists from time to time. Generally, the local guide is responsible for providing a commentary on the scenery; the tour leader or the national guide should bring up the rear and remind the tourists to keep up with the others.

During the free time for sightseeing and shopping, the local guide should remind the tourists not to go too far, not to return too late and not to go to places with poor security. When a tourist goes out alone, the guide should ask him to take with him the business card or brochure with the phone number and address of the hotel. Since mobile phones are so popular nowadays, the guide may note the number of the tourist's mobile, with his approval, in case of emergency.

3. The tourists are found lost during the sightseeing

The guide should first determine when and where the tourist was last seen and then arrange for people to look for him.

If there are more than two guides, one guide should take care if the group of tourists while the other guides look for the missing tourists along the route. Failing to find the missing tourist, the guide should report the missing tourist to the local police station located at the scenic spot and request their help. The guide should also call the reception desk at the hotel to check whether the tourist has returned.

If the tourist is not found, the guide should ask the travel agency to send personnel to handle the matter while he continues to guide the tour group on its itinerary, as planned.

After the tourist is found, the guide should apologize if he is to blame, if the tourist is to blame, the guide, instead of criticizing him severely, should remind him gently not to get separated from the group again.

In the case where the tourist disappears and nothing is heard from him, the guide should hand in a written report for the record.

4. The Tourists are ill

When a tourist becomes seriously ill, a guide should not offer him medicine. Instead he should ask whether the tourist has brought medicine with him for his illness. Many people who suffer from cardiovascular diseases usually carry with them first-aid medicine. If the patient does have the medicine, the guide may assist him in taking it.

If the patient's life is in danger, the guide should call the nearest first-aid station to come first and pick up the patient, or hire a vehicle to take him to the nearest hospital. If necessary, a guide may suspend the travel for the time being, to take the patient to the nearest hospital on the coach.

While rescuing the patient or sending the patient to the hospital, it would be better if the tour leader or national guide or the patient's relative were present with the tourist all the times. Any operation must be approved in a written form by the tourists' relative or the tour leader or the officials of the tourist's embassy or consulate general in china. The local guide should keep the relevant files and records for further investigation.

During the process of the rescue, the guide should report to the travel agency as soon as possible for instruction. If necessary, the guide may ask the agency to send personnel to handle the matter so the local guide may resume his duties with the group and continue the travel.

If the patient must remain in the hospital, the travel agency and the guide should visit him from time to time and help him in his current crisis. If the patient's visa needs an extension, the guide should help him get an extension. The patient is responsible for the medical expenses and related hospital charges. The travel agency should refund the money for the remaining items of the travel that the patient has not experienced, according to the contract.

5. How should a guide handle a serious traffic accident?

The guide should immediately organize a rescue for the injured. The guide should keep calm and remove the tourists to a safe distance from the accident. The guide should help to stop the bleeding of the injured tourists, bandage up the wounded and send the badly wounded to the nearest hospital as soon as possible. The guide should report to the traffic police and the travel agency. In the case of a serious accident resulting in heavy casualties, perhaps even fatalities, the guide should report immediately to the traffic police and the local government for help and rescue. The guide is supposed to protect the accident site for the police investigation. The guide should comfort and console the tourists and, if possible, continue the travel schedules as planned. The guide should submit a written report to the travel agency which gives a detailed account of the accident, including: the cause of accident, the sequence of events, the process of handling the accident, the tourists' feedback and the account of those responsible for the accident.

II. Useful Words & Expressions

1. Useful Words

partial 部分的
reimbursement 补偿
refund 退款
exterior 外表
commentary on the scenery 景点解说
emergency 紧急事件
disappear 失踪
cardiovascular 心血管的
rescue 救援
medical expenses 医疗费
casualties 受害者
accident site 事故现场
investigation 调查
console 安慰

2. Useful Expressions

1) Facing unexpected factors and changes of schedule on the way

- I would like to have a talk with you and see whether we can visit an alternative site.
- Because of bad weather, it will be not convenient to do the outdoor activities. So, I suggest changing our schedule.
- The new arrange will save you 100 yuan, and it is refunded to you later.

2) How to help the tourists keep their certificates, personal belongings and luggage from loss?

- Please check your certificates and personal belongings when you leave the coach / hotel / terminal.

- Please make sure that the window is shut before leaving the coach.
- I am sorry; I just cannot help you to keep certificate or personal belongings. Please keep them carefully.

3) Dealing with the changes of menu or the scheduled restaurant required by tourists

- I am sorry. We cannot change the menu, as it is agreed before. But I will try what I can do.
- I am sorry, we cannot change the menu as required, but here is what I can do.
- The current menu causes increase of the fees. If the extra fees could be borne by you, we can arrange that.

4) Passport lost

- Do you remember whether you saw your passport last time?
- Mr. Zhao will take you to the Guangdong Provincial Public Security Bureau and apply for a new passport. And with the new passport, you can go to the Consulate for an entrance clearance.

5) The tourists lost

- Is Mr. Harry here?
- Did anyone see him just now?
- Yucca Hotel? Yes, I would like to see whether Mr. Harry has returned to the hotel.

6) The tourists is ill

- Please lay him down on his back with his chin lifted up and head slightly tilted back.
- I am calling an ambulance.
- We are sending you to a hospital nearby.
- Is there any doctor here? Please give him first-aid.
- Could you please come with us during the process of rescue?
- We will deal with your visa requirements and arrange the return trip for you.

7) Serious traffic accident

- Please stay calm and don't panic.
- We are sending you to the hospital nearby.
- The ambulance is coming.
- Are you allergic to any medicine?
- We will contact your families, and will provide necessary assistance in case they need to come.
- You need to have a surgery.
- Now you put on a drip/ have an injection on the backside.
- Do keep all the receipt you got as evidence.

III. Model Dialogues

Dialogue 1 Quitting the Tour before It Is Finished

Situation: Mr. Smith, one of the tourists, is not feeling well. He needs to go back to the hotel.

A: Jane (tour guide) B: Mr. Smith (tourist)

B: Jane, I don't feel well. May I go back to the hotel now?

A: Oh, is it serious? Do you need to go to the hospital?

B: I don't think it is necessary. But I really need to have a good rest.

A: OK, then. But I need to remind you that as it is not through the fault of ours and the arrangement is already done, I am afraid we cannot refund the fees for the tickets you don't use. But we can pay for the traffic fee for you to go back to the hotel.

B: I can understand. Thanks, Jane.

A: Don't mention it. Just keep the traffic receipt and I will refund you when we are back to the hotel by 9 p.m.

B: OK, I got it. It means that I have to have dinner by myself, right?

A: I am afraid so. And I'm sorry to say that you will have to pay for your dinner too.

B: I see.

A: You can try the buffet in the hotel. It is good. And here is the card of the hotel. It shows the address of the hotel. Give me a call when you get back.

B: OK. Thank you. I got to go. Bye.

A: Bye.

Dialogue 2 Losing Guest's Passport

Situation: Jane is reminding the group to take good care of their own certificates and belongings. Mrs. Smith just finds that she lost his passport.

A: Jane (tour guide) B: Mrs. Smith (tourist)

A: Please make sure to take your certificates and personal belongings with you when you leave the coach.

B: Jane, would you please help us with the certificates?

A: I am sorry. I just cannot help you to keep certificate or personal belongings. Please keep them carefully.

(Mrs. Smith looks after the passports and cannot find them.)

B: Oh, I cannot find my passport. Jane, I just cannot find my passport.

A: Do you remember whether you saw your passport last time?

B: I really cannot remember.

A: Don't worry Mrs. Smith. Mr. Zhao will take you to the Guangdong Provincial Public Security Bureau and apply for a new passport. And with the new passport, you can go to the Consulate for an entrance clearance.

B: Thank you, Jane.

A: You are welcome.

Dialogue 3 Group Member Asks to Change the Menu

Situation: The group is having lunch, but Mrs. Smith, one of the members, is not satisfied with the menu. Ms. Jane tries to resolve the issue.

A: Jane (tour guide) B: Mrs. Smith (tourist)

A: Here we are. The Cantonese style morning tea restaurant. It provides various kinds of dim sum.

B: But excuse me, Jane. I would prefer continental breakfast.

A: I am terribly sorry Mrs. Smith. It does not provide western style breakfast here.

B: Is it possible to change the menu?

A: I am afraid not, Mrs. Smith. As the menu is decided as per the agreement. But I will ask for special service for you. But I am afraid you got to bear extra costs. Is it OK for you?

B: I think I will have to accept that. Thanks, Jane.

Dialogue 4 Loss Group Member

Situation: The group is visiting Zili Village. And Mrs. Smith cannot find Mr. Smith.

A: Jane (tour guide) B: Mrs. Smith (tourist)

A: Is everyone here?

B: Did anyone see my husband?

The group: No…

A: When was the last time you see him, Mrs. Smith.

B: We were out of the bus and he said he wanted to go to the washing room…I was waiting for a long time and I thought he might be seeing around the village himself… He always did it like this before.

A: Mr. Harry, would you please check the washing room? And I'm going to call the security department in the village. Don't worry, Mrs. Smith.

(After the call.)

A: Mrs. Smith. They find Mr. Smith in one mile out of the village. And we are going to pick him up.

B: Oh, Thank God.

Dialogue 5 Traffic Accident

Situation: The group is visiting Changdi Scenery Street. And Mr. Smith got hit by a car.

A: Jane (tour guide) **B&C : Mr.& Mrs. Smith (tourist)**

D: Mr. Harry (group leader) **E: Mr. Ken (the national guide)**

A: Are you OK Mr. Smith?

B: My leg…It cannot move.

A: Don't move. Please stay calm and don't panic. I'm calling the ambulance. They will be here for a few minutes. Are you allergic to any medicine?

(Jane talks to Mr. Ken.)

A: Mr. Ken, please hold the group here and wait for me, OK? I will report to the company and let you know the plan later.

E: OK. But please keep me informed of the situation.

A: Sure.

A: Mrs. Smith, could you please come with us during the process of rescue?

(The ambulance comes.)

A: We are sending you to the hospital nearby, Mr. Smith.

After examination, the doctor tells Jane and Mrs. Smith that Mr. Smith needs to have a surgery.

A: Mrs. Smith, sorry to tell you that Mr. Smith needs to have a thigh bone operation. Doctors need your agreement to start the operation.

C: OK, I will sign the agreement. Please help him.

(After the operation is done…)

A: Mrs. Smith, We will deal with your visa requirements and arrange the return trip for you. As Mr. Smith needs more than half a month recovery, may I rearrange a hotel close to the hospital for you?

C: I really appreciate it, Jane. You have been so helpful.

A: Don't mention it, Mrs. Smith. I'm so sorry for the accident. And I have contacted the insurance company and they are working for your case, and compensation will be done after necessary process.

C: Oh, Jane, Thanks for everything.

IV. Tasks

1. Discussion

What are the possible consequences of a traffic accident during travel?

2. Translate the following sentences into English

(1) 我找不到我的行李。

(2) 我们可能遗失了几件行李，所以必须填一份行李遗失报告[1]。请和我到办公室。


【参考翻译】

(3) 是否可麻烦紧急[2]查询?

(4) 你总共遗失了几件行李?

(5) 它是一个上面系有我姓名牌的大型皮制[3]深蓝色行李箱[4]。

3. Translate the following passage into Chinese

Cantonese Opera


【参考翻译】

Cantonese opera[1] is one of the major categories[2] in Chinese opera, originating[3] in southern China's Cantonese culture[4]. It is popular in Guangdong, Guangxi, Hong Kong, Macao, Singapore and Malaysia. Like all versions[5] of Chinese opera, it is a traditional Chinese art form[6], involving music, singing, martial arts, acrobatics[7], and acting.

History

There is a debate[8] about the origins of Cantonese opera, but it is generally accepted that opera was brought from[9] the northern part of China and slowly migrated to[10] the southern province of Guangdong in late 13th century, during the late Southern Song Dynasty. In the 12th century, there was a theatrical[11] form called "Southern style", which was performed in public theatres of Hangzhou, then capital of the Southern Song Dynasty[12]. With the invasion[13] of the Mongol army[14], Emperor Gong of Song dynasty, called Zhào Xiǎn (赵显), fled with hundreds of thousands of Song people into the province of Guangdong in 1276. Among these people were some Naam hei[15] artists from the north. Thus Naam hei was brought into Guangdong by these artists and helped with the development of opera traditions in this region.

Many well-known operas performed today, such as The Purple Hairpin[16] and Rejuvenation of the Red Plum Flower[17], originated in the Yuan Dynasty, with the lyrics and scripts[18] in Cantonese. Until the 20th century all the female roles were performed by males[19].

Characteristics

Cantonese opera shares many common characteristics with other Chinese theatre genres. Commentators often take pride in[20] the idea that all Chinese theatre styles are similar but with minor variations[21] on the pan-Chinese music-theatre tradition and the basic features or principles are consistent from one local performance form to another. Thus, music, singing, martial arts, acrobatics and acting are all featured in Cantonese opera. Most of the plots are based on Chinese history and famous Chinese classics and myths. Also, the culture and philosophies[22] of the Chinese people can be seen in the plays. Virtues[23] (like loyalty[24], love[25], patriotism[26] and faithfulness[27]) are often reflected by the operas.

The four skills and five methods are a simple codification of training areas that theatre performers must master and a metaphor[28] for the most well-rounded and thoroughly-trained performers. The four skills apply to the whole spectrum[29] of vocal and dramatic training: singing, acting/movements, speech delivery, and martial/gymnastic skills[30]; while the five methods are categories of techniques associated with specific body parts: hands, eyes, body, hair, and feet/walking techniques.

Significance

Before widespread formal education, Cantonese opera taught morals[31] and messages to its audiences rather than being solely entertainment. The government used theatre to promote the idea of be loyal to the emperor and love the kingdom[32]. Thus, the government examined the theatre frequently and would ban any theatre if an unbeneficial message was conveyed or considered.

Types of play

There are two types of Cantonese opera plays: Mou (武, "martial arts") and Man (文, "highly educated", esp. in poetry and culture). Mou plays emphasize war, the characters usually being generals or warriors[33]. These works contain action scenes and involve a lot of weaponry and armour[34]. Man plays tend to be gentler[35] and more elegant[36]. Scholars are the main characters in these plays. Water sleeves[37] are used extensively in man plays to produce movements reflecting the elegance and tenderness of the characters; all female characters wear them. In man plays, characters put a lot of effort into creating distinctive facial expressions and gestures to express their underlying emotions.

Makeup

Applying makeup for Cantonese opera is a long and specialized process. One of the most common styles is the "white and red face[38]": an application of white foundation[39] and a red color around the eyes[40] that fades down to the bottom of cheeks. The eyebrows[41] are black and some-

times elongated[42]. Usually, female characters have thinner eyebrows than males. There is black makeup around the eyes with a shape similar to the eyes of a Chinese phoenix[43]. Lipstick is usually bright red[44].

Actors are given temporary facelifts[45] by holding the skin up with a ribbon on the back of the head. This lifts the corners of the eyes, producing an authoritative look.

Each role has its own style of make-up: the clown[46] has a large white spot in the middle of his face, for example. A sick character has a thin red line pointing upwards in between his eyebrows. Aggressive and frustrated character roles often have an arrow shape fading into the forehead in between the eyebrows.

Strong male characters wear "open face" makeup[47]. Each character's makeup has its own distinct characteristics, with symbolic patterns and coloration[48].

Costumes

Costumes correspond to the theme of the play and indicate the character of each role.

As mentioned above, each type of play is associated with particular costumes. The water sleeves of man plays can be attached to[49] the waist or the sides of the breast areas. Costumes can be single or double breasted[50].

Costumes also indicate the status of the character. Lower-status characters, such as females, wear less elaborate[51] dresses, while those of higher rank have more decorative costumes.

Hairstyle, hats, and helmets

Hats and helmets signify social status, age and capability: scholars and officials wear black hats with wings on either side; generals wear helmets with pheasants' tail feathers; soldiers wear ordinary hats, and kings wear crowns. Queens or princesses have jeweled helmets[52]. If a hat or helmet is removed, this indicates the character is exhausted, frustrated, or ready to surrender[53].

Hairstyles can express a character's emotions[54]: warriors express their sadness at losing a battle by swinging their ponytails[55]. For the female roles, buns[56] indicated a maiden, while a married woman has a "dai tau"[57].

In the Three Kingdoms legends, Zhao Yun and especially Lü Bu are very frequently depicted wearing helmets with pheasants' tail feathers; this originates with Cantonese opera, not with the military costumes[58] of their era, although it's a convention that was in place by the Qing Dynasty or earlier.

Speech types

Commentators draw an essential distinction between sung and spoken text, although the boundary[59] is a troublesome one. Speech-types[60] are of a wide variety: one is nearly identical to

standard conversational Cantonese, while another is a very smooth and refined delivery of a passage of poetry; some have one form or another of instrumental accompaniment while others have none; and some serve fairly specific functions, while others are more widely adaptable to variety of dramatic needs.

Cantonese opera uses Mandarin or GuānHuà（官话）when actors are involved with government, monarchy[61], or military[62]. It also obscures words that are taboo[63] or profane[64] from the audience. The actor may choose to speak any dialect of Mandarin[65], but the ancient Zhōngzhōu[66] variant is mainly used in Cantonese opera. Zhōngzhōu is located in the modern-day Hénán（河南）province where it is considered the "cradle of Chinese civilization[67]" and near the Yellow River. Guān Huà retains many of the initial sounds[68] of many modern Mandarin dialects, but uses initials and codas[69] from Middle Chinese. However, actors tend to use Cantonese sounds when speaking Mandarin.

Music

Cantonese opera pieces are classified either as "theatrical[70]" or "singing stage[71]". The theatrical style of music is further classified into western music and Chinese music. While the "singing stage" style is always Western music, the theatrical style can be Chinese or western music. The "four great male vocals[72]" were notable exponents of the "single stage" style in the early 20th century.

The western music in Cantonese opera is accompanied by strings[73], woodwinds[74], brass[75] plus electrified instruments[76]. Lyrics are written to fit the play's melodies[77], although one song can contain multiple melodies, performers being able to add their own elements. Whether a song is well performed depends on the performers' own emotional involvement and ability.

Musical instruments

Cantonese instrumental music was called chingyam[78] before the People's Republic was established in 1949. Cantonese instrumental tunes have been used in Cantonese opera, either as incidental instrumental music or as fixed tunes[79] to which new texts were composed[80], since the 1930s.

The use of instruments in Cantonese opera is influenced by both western and eastern cultures. The reason for this is that Canton was one of the earliest places in China to establish trade relationships with the western civilizations. These factors contributed to the observed western elements in Cantonese opera.

For instance, the use of erhu[81] (two string bowed fiddle), saxophones[82], guitars[83] and the congas[84] have demonstrated how diversified the musical instruments in Cantonese operas are.

The musical instruments are mainly divided into melodic and percussive[85] types.

Traditional musical instruments used in Cantonese opera include wind, strings and percussion. The winds and strings encompass erhu, gaohu, yehu, yangqin, pipa, dizi, and houguan, while

the percussion comprises many different drums and cymbals[86]. The percussion controls the overall rhythm and pace of the music, while the gaohu[87] leads the orchestra[88]. A more martial style features the use of the suona[89].

The instrumental ensemble of Cantonese opera is composed of two sections: the melody section and the percussion section[90]. The percussion section has its own vast body of musical materials, generally called lo gu dim[91] or simply lo gu. These 'percussion patterns' serve a variety of specific functions.

4. Role-play

Situation

One of the guests has a fever. You, as the tour guide are going to deal with the situation.

V. Supplementary Reading

About Yuexiu Park


【参考翻译】

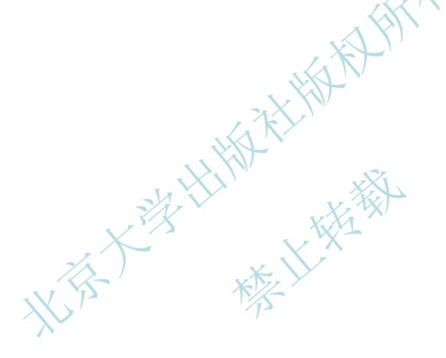
Yuexu Park is considered to be one of the central parks[1] in guangzhou city; recently it has been nominated[2] as the scenic park[3] of guangzhou. There are only eight certified scenic parks in guangzhou.

It acts as a natural defense[4] in the northern part of the guangzhou city together with Baiyun mountain. With height of more than 7000m above sea level[5], it is also historically[6] known as Yue (guangdong) Xiu mountain, Yue Wang mountain. During the Ming dynasty, in the reign of Yong Le[7], Guan Yin Temple was built on this mountain hence it is also called Guan Yin mountain.

During the early west Han dynasty, Yuexiu mountain was known to offer pilgrimage[8] to many people, but then in the early 20th century, Dr. Sun Yat Sen, suggested that Yuexiu should be turned into a grand park which was only realized after the liberation of china[9] in 1949.

Now, Yuexiu Park is known for providing immense and comprehensive cultural recreation[10]. It consists of one main hill, Yue Jin Gang, 7 small hills Guihua gang, Muhe gang, Yu gang, etc. and Baixiu, Nanxiu, Dongxiu artificial lake[11]. Its total area is 860,000 sqm. Its afforestation rate[12] is at 92%. it is also a host to famous historical architectural site[13] like Zhen Hai Building, Ming Gu Wall, Square Cannon site, Dr. Sun Yat Sen's monument

etc. historical sites and ancient trees were also built and planted respectively around Wu Yang Temple, hall of Chinese Idioms, a place of relaxation with trees, and bamboos, garden of flowers, art gallery[14], museum, recreational area[15], swimming pool, playground, restaurants, kiosk[16], states, building and pavilion etc. for people to rest and relax, making it a pleasurable experience to visit the park. The park also provides other amenities, to complete the wonderful experience, for visitors. There are many pathways for people to use to visit the places within the park. Every year it also hosts[17] a flower market festival[18]. About more than 10 million people comprising of foreigners and locals visit this park every year, since the Yuan dynasty, Yuexiu Mountain is considered to be a good scenic park in Guangzhou. Recently it also has been nominated as one of the ten best scenic parks. The Zhen Hai Building and five ram statues are nominated for the ten best scenic sites.



Appendix I

Vocabulary

above sea level	海拔以上
add-ons	附加旅游项目
airport inquiries	机场询问处
ambulatory room	残疾人专用房
aquarium	水族馆
assistant manager	经理助理
automated bill	自动账单
baggage claim card	行李认领牌
bank	银行；河岸
basement car park	地下停车场
basin	盆地
beach	海滩
best-selling China-tours	最畅销的中国旅游路线
board the plane	上机
boarding gate	登机口
canal	运河
cash in advance	预付现金
cash payment on departure	离店现付
change slip	客人住房变更单
children’s playground	儿童乐园
coast	海岸
commercial district	商业区
construction technology	建筑技术
continent	大陆
cradle land	发源地
customs formalities	海关手续
customs luggage declarationform	海关行李申报单
customs officer	海关官员
departure lounge	出境大厅
desert	沙漠
domestic flight	国内航班
duty-free shop	免税商店

entertainments and diversions	娱乐和消遣
entry visa	入境签证
estimated time of arrival	预计抵达时间
evergreen trees	常青树
excess baggage charge	行李超重费
exit visa	出境签证
expressway	高速公路
extension of stay	延长逗留
final itinerary	最终旅行路线
flight number	航班号
flyover	立交桥
folk custom	民俗风情
folk custom tour	民俗旅游
foreign currency exchange	外币兑换
foreign escorted tour	国外派导游的旅游团
forest	森林
free baggage allowance	免费行李限额
full appointment	全项委托
go through the formalities	办手续
grassland	草原
group size	组团人数
group visa	团体签证
guest night	旅游者过夜数
gulf	海湾
hand luggage	手提行李
hill	小山
Hi-tech Development Zone	高新技术开发区
hot spring	温泉
identity card	身份证
industrial zone	工业园
International Acrobatic Festival	国际杂技节
island	岛
itinerary map	路线图
lake	湖泊

luggage check-in counter	行李过磅处
luggage rack	行李架
mainland	大陆
man-made wonders	人造奇迹
mini destination area	中途小目的地
mother-and-child room	母婴室
mountain	山脉
mountaineering and adventure tour	登山探险旅行
natural beauty	自然美景
natural reserve	自然保护区
natural wonders	自然景观
non-smoking room	禁烟室
ocean	大洋，海洋
one bill for all	合单结账
on-shore visit	上岸参观
parking area	停车场
passenger coupon	旅客存根联
passenger route	旅客通道
peak	山顶
pilgrim	朝圣者
places of historic interests	名胜古迹
plain	平原
platform ticket	站台票
pond	池塘
reception program	接待计划
registration form of temporary residence	临时住宿登记表
return ticket	返程票
rock	岩石
scenic spots	景点
selected itinerary	精选路线
sheer cliffs and steep mountains	悬崖峭壁
shore	海岸，海滨
sightseeing tour	观光旅行
slope	山坡

sof tberth	软卧
source	源头
special service requirement	特别服务要求
spring	泉水
store the valuables	储存贵重物品
strait	海峡
stream	小溪
sunrise	日出
take off	起飞
the land of rice and fish	鱼米之乡
the Taoist Holy Place	道教圣地
tide	潮
time difference	时差
time for personal arrangements	自由活动时间
tour leader	旅游团领队
trade observation tour	贸易考察旅游
traditional culture	传统文化
transfer passenger	转机旅客
travel arrangements	旅行安排
type of accommodation desired	要求住宿的类型
unaccompanied baggage	非随身载运行李
underground	地铁
valley	山谷
water park	水上公园
waterfall	瀑布
wave	浪
Yellow Crane Tower	黄鹤楼

Appendix II

Questions and Answers on Services of Tour Guides

1. What should the local guide pay attention to while reading the tour plan of the group in order not to miss the group?

In order to avoid the possibility of falling to meet the tour group, the local guide must read the tour plan of the group carefully before its arrival. He must make sure of the following points:

The name and telephone number of the tour operator of the domestic tour organizer.

The number of tourists in the group and the name, gender and occupations of the tourists:

The arrival time and place of the plane or train that the group is going to take.

For an inbound tour group, the guide should also know the name of the overseas tour organizer travel service, the foreign language name or code of the group, the name of the tour escort, the language, nationality and religious belief of the tourists and the entry and exit cities of the group.

2. What are the main points that the local guide of an inbound tourist group should get to know about the transport tickets for the group?

In regard to transport tickets for the group, the local guide should try to get the answers to the following questions:

Have the group's transport tickets for the next destination been booked according to schedule or have they been changed? And, has the changed booking been confirmed?

Are there any return tickets for the group?

Do the tourists hold international air-tickets for domestic flight?

Have the group's exit tickets been confirmed OK or they still remain open?

3. Before meeting the group, what kinds of knowledge and language explanations should the local guide prepare for?

(1) Before the group arrives, the local guide must familiarize himself with the explanatory materials on the places that the group is going to visit. For an English-speaking guide, he should also make preparations for the English way of expressing himself.

(2) For a tour group that is composed of people in a special trade, the local guide must try to acquaint himself with the knowledge and technical terms of their specialty.

(3) In addition, the local guide must be well prepared for questions about hot talks of the town, important news at home and abroad and other subjects that the tourists may be interested in.

(4) If the local guide himself is new to the places to be visited by the group, he must try his

best to familiarize himself with them beforehand.

4. In the airport and train station, how can the local guide pick up the right group?

In order to make sure whether or not the group he met is the very one he is to meet,

(1) The local guide must ask the tourists what country they come from and inquire of them about the names of their tour escort and their national guide, the name of the travel service in their own country and the name of the tour organizer travel service in China.

(2) If the group has no escort and national guide, he must inquire the tourists of their nationality, the name or code of the group and the number of people and the main itinerary of the group.

5. As a local guide, please make a welcoming speech to your guests.

(1) Give the tourists a welcome for their visit to your city on behalf of your travel service, the driver and yourself.

(2) Introduce yourself and the travel service you work for.

(3) Introduce the driver.

(4) Express your willingness and desire to render good services to the tourists.

(5) Give the tourists your wishes for their pleasant stay in the local city.

6. What should be included in the briefing of the local city to the tourists?

When giving the tourists a general idea of the local city, the local guide should refer to such things as:

The city's climate, population, administrative divisions, social life, cultural tradition, special products and its history,etc.

In the meantime, he should take occasion to tell the tourists something about the city's developments in economy and municipal construction as well as the streets and important buildings along the way.

7. How can the local guide manage to keep in touch with the tourists after they have checked in at the hotel?

The local guide should write down all the room numbers of the group, especially those of the tour escort and the national guide. He should also tell the tour escort and the national guide his own room number and telephone number, so that they can reach each other when necessary.

8. What should the local guide do if the tour escort or the national guide proposes to make a minor change in the itinerary or add a new item to the sightseeing program?

(1) The local guide should report the matter to the travel service leadership and try his best to

arrange for it if their proposal is reasonable and feasible.

(2) If an extra charge must be made for the added item, he should let them know in advance and must collect the money at the set price.

(3) If it is difficult or impossible to meet their demand, he must explain the whys and wherefores to them and patiently persuade them to follow the original program.

9. How should the local guide collect the checked luggage of a tourist group that has just arrived?

(1) When a group has arrived, the local guide should help the tourists get their luggage together at a designated place and remind them to check. Make sure that their bags are all in good condition.

(2) Together with the tour escort and the national guide, he should count to get the right number of pieces and then hand them over to the luggage man of the local travel service through necessary procedures.

(3) If something is missing or damaged, he should help the owner to approach the department concerned to report and register the loss or claim compensation for the damage.

10. What should the local guide remind the tourists to do when they are going to leave the bus for sightseeing?

On this occasion the local guide should advise the tourists to remember the model, color, number and special sign of the tour bus. He should also tell them where the bus will be parking and what time they shall be leaving for the next destination.

11. In regard to the travel certificates of the tour escort and other tourists, what are the main points that need the local guide's attention?

(1) Under normal conditions, the local guide should not keep the travel certificates of the tourists. In case he needs to use them, he should return them to the tourists as soon as he has finished using them.

(2) On the day before the group leaves, the local guide should check his own belongings to see if he has kept any of the group's passports or other papers and, if any, should hand them back personally to their owners without delay.

(3) Some hotels request that the tour escort should leave his passport at the reception department when the group checks in at the hotel. In this case, the local guide should remind the tour escort to take it back when the group checks out to leave the hotel.

12. How can the tour guide ensure that the tourists will not get lost?

To prevent the tourists from getting lost, the tour guider should do a good job of the following: The local guide should request the tourists that they bear in mind the names of the local travel

service and the hotel and the hotel and the number of the tour bus, that they should not wander too far away from the group while it's moving on, and that they should not come back to the hotel too late if they leave the group to stay behind or when they go out of the hotel by themselves.

During the sightseeing tour, the local guide should often announce the itinerary of the day, so as to keep the tourists informed of such things as the route of the tour, the time and place for meals, the time and place to assemble and the parking place of the tour bus.

The tour guides should stay together with the tourists all the time and frequently count the number of people in the group.

The local guide, the national guide and the tour escort must closely cooperate in their work. While the local guide leads the way for the group, the national guide and the tour escort should bring up the rear.

The local guide's explanatory speeches must be interesting enough to attract the tourists' attention, so that they will not wander away from the group.

13. What should the local guide tell the tourists when the group is going to check in at the hotel?

When the group is going to check in at the hotel, the local guide should tell the tourists where they can change their money and the locations of the stores, places for recreation, public toilets and the Chinese and Western food restaurants and so on. In addition, he should also make the tourists acquainted with matters deserving their attention while staying in the hotel.

14. In order that meals for the group are properly arranged, what is the local guide required to do before, during and after the meals?

(1) Before meals, the local guide must check such items as place, time, number of diners and prices for the meals and particular requests of the tourists, and try to make sure that all these have been properly arranged.

(2) When the tourists are having their meals, the local guide should go, once or twice, around the dining-room to answer questions of the tourists and to supervise the service of the restaurant.

(3) After meals, the local guide must settle the bills strictly in accordance with the fixed charge and the actual number of diners.

15. How should the local guide deal with the arrangements of recreational activities that are included or excluded in the group's scheduled program?

(1) If an activity is included in the group's itinerary, the local guide is duty-bound to accompany the tourists to attend it and make them acquainted with the performance.

(2) If it is not included in the group's itinerary, for instance, the tourists ask to watch a theatrical performance at their own expense, the local guide can help them with such things as buying admission tickets or hiring a taxi but usually he has no occasion to keep them company.

(3) When the group is staying in a large place of recreation, the local guide should advise the tourists against separating themselves from the group. He must also keep an eye on the movement of the tourists and the condition of the surroundings, so as to be prepared for any contingency.

16. What should the local guide do when the group is going to leave the hotel?

(1) When the group is about to leave the hotel, the local guide should collect all the heavy bags of the tourists for consignment if they have any. If any, together with the tour escort, the national guide and the luggage man, he should check the number of pieces and the packing condition of the luggage at an appointed time.

(2) Under normal conditions, he should go through the check-out formalities before 12:00 a.m.

(3) Before the group leaves, he should remind the tourists to pay the hotel bills and return the keys to the reception desk in case they forget. When the tourists are all seated in the bus, he should carefully count the number of people and remind the tourists to check and make sure that they have nothing left behind in the hotel.

17. What should the local guide do when the sightseeing tour of the day is coming to an end and the tourists are all seated in the bus on the way back to the hotel?

On this occasion, the local guide should review the sightseeing tour of the day, tell the tourists more in detail about what they have seen, and answer their questions, if any.

If the tour bus is not going the same way back to the hotel as it was when it came out, the local guide should take occasion to acquaint the tourists with the sights passed by.

Before the tourists get off the bus, the local guide should announce the program for the evening and for the next day and tell them the time to leave and the place to meet.

On arriving at the hotel, the local guide should remind the tourists to take all their belongings with them when they leave the bus.

When the bus is parked, the local guide should be the first to get off the bus and stand at the door to say good-bye to the tourists while watching them getting off the bus.

18. What are the three "outposts" that a group has to pass through before it enters a foreign country?

The three "outposts" refer to the check-posts of the three authority organs of the destination

country, that is, the Customs, immigration and quarantine check-posts stationed at the city of entry to the destination country. (This means that, before the group is allowed to enter the country, it must go through all the checking and examination formalities of the Customs, immigration and quarantine authorities of the destination country.)

19. How long before departure time should tourist groups arrive at the airport, train-station or pier in order to ensure that they will not miss the flights, trains or ships?

In order that tourists groups will not risk losing the flights, trains or ships, the tour guides should manage to ensure that their groups will arrive at the airport, train station or pier at an earliest possible time. Specific requirements are:

(1) If the flights are international flights or are destined for the coastal cities, the groups must get to the airport 2 hours before departure time:

(2) For domestic flights, 90 minutes before departure time.

(3) For trains and ships, one hour before departure time.

20. What principle should the national guide insist on when discussing tour arrangements with the local guide?

The national guide's duty is to ensure that the tour itinerary worked out by the tour organizer will be fully implemented by the tour executor travel service.

(1) If the local guide suggests a change in the itinerary, the national guide should persist in the principle that "the order of visits to places of tourist interest can be changed, but none of the items in the tour program should be omitted". When occasion requires, he should report the matter to the tour organizer.

(2) In case the local guide proposes to add an item with extra charge, the national guide should get the common consent of the group before he agrees to the proposal.

21. What is the national guide required to do whenever the group arrives at a destination city?

Every time the group arrives at a destination city, the national guide is duty-bound…

(1) To acquaint the local guide with things in the group, so as to help him with his work;

(2) To supervise the service of the local travel service and, if he thinks necessary, put forward some suggestions;

(3) To take care of the tourists to guard against any possible accidents, or to solve problems arising from accidents, if any;

(4) To give advice to the tourists when they are shopping;

(5) To make contacts with people concerned, especially with the travel service in the next

destination city, so that the group will travel smoothly.

22. What role does the national guide play in the tourist group and what are his responsibilities?

The national guide is the representative of the tour organizer travel service. He should join the group during the whole journey and take part in all its activities. His duty is to make the whole trip of the group well connected between destination cities along the route of the journey, to supervise the services of the local travel companies to ensure that the set itinerary for the group will be carried into effect, and to coordinate and harmonize the relations between the tour escort, the local guide and the driver.

23. In what ways should the national guide supervise the shopping arrangements for the group and how should he help the tourists to do shopping?

If the local guide has arranged too many times for the group to do shopping and if shopping has taken up too much of the time for sightseeing, the national guide must advise the local guide against the arrangements.

When the tourists are shopping, the national guide should advise to them to examine the price and quality of the articles they are thinking of buying, so that they will not buy any inferior goods or fake products.

In case some foreign tourists have bought something valuable, especially antiques, the national guide should remind them to keep the receipts for Customs examination. For purchase of ready-prepared Chinese medicines of Chinese medicinal materials, he should tell them the relevant regulations of the Chinese Customs.

24. What is the national guide required to do when the group has arrived at the hotel?

When the group has arrived at the hotel, the national guide should take an active part in checking in at the hotel.

While the responsibility of assigning rooms to the group members is usually undertaken by the tour escort, the national guide must keep a rooming list of the group. He should also exchange room numbers with the tour escort so that they can reach other in case of need.

If the local guide is not lodged in the hotel, the national guide should take full responsibility of taking care of the group;

In addition, the national guide should note down the telephone number of the hotel reception and must ask the local guide the way of getting in touch with him in case of emergency.

25. What should the national guide do in order to supervise the services of the local travel companies?

(1) If the sightseeing program in a city is much the same as those in the previous ones, the national guide must suggest that the local guide should revise his arrangements.

(2) He should frankly give his opinions to the local guide if he has any complaint about the service of the local tour company; for example, if the meals, hotel or tour bus arranged by the local tour company do not come up to the agreed standards, if the local guide deliberately cancel an item on the sightseeing program so as to add another item for extra charge before he is authorized to do so or if shopping has taken up too much of the time for sightseeing.

(3) If his efforts of talking to the local guide have no effect, he should refer the problem directly to the local travel service leadership or report the matter to the tour organizer, if necessary.

26. What should the national guide of a foreign tourist group do when the group is about to leave the country?

When a foreign tourist group's trip to our country is coming to an end and the group is going to leave the hotel for the airport of train station, the national guide should remind the tourists to check and make sure that they have all their belongings with them and have their travel certificates within easy reach.

On the way to the airport or train station, he should earnestly ask the tourists for their comments or complaints on the tour.

When the bus is arriving at the airport or train station, he should make a farewell speech to give the tourists for their cooperation and understanding, and express his expectation and desire for their return.

27. As a national guide, please make a farewell speech to your guests.

(1) Review the trip of the group and give your thanks to the tourists for their cooperation.

(2) Express your friendliness to the tourists and your reluctance and regret to part with them.

(3) Invite suggestions and opinions from the tourists.

(4) Offer apologies to the tourists if things on the tour were not going smoothly or if the tourists are not satisfied with the service they have received.

(5) Express your good wishes to the tourists.

28. How should the tour guide behave before the excessive demands ad critical remarks of the tourists?

Before the excessive demands and critical remarks of the tourists, the tour guide must keep

calm and behave reasonably and politely.

First, he should listen to the tourists in real honest and should not interrupt them to assert that their demands are unreasonable, or just make an excuse for refusal.

(1) Second, he should keep smiling all the time and should not talk back to the tourists or become impatient the moment he hears something unpleasing to the ear.

(2) Third, he should have the patience to explain to the tourists why it is impossible to satisfy their demands even if they are reasonable and should not refuse them simply by saying "No, it is impossible!"

29. What kind of relationship should be maintained between the tour guide and the tourists?

The tour guide must bear in mind that he is the host and must behave as such. He should have the manner of being hospitable, courteous and thoughtful towards the guests.

The tour guide should not make himself much too close to (or must not keep much too close a relation with) the tourists. He should treat people equally and must not favor one and be prejudiced against the other. He should never tell tales among the tourists, nor should he get involved in disputes between the tourists.

30. How should the tour guide assist the foreign tourists in meeting with people in China?

When the foreign tourists in a group of special trade are scheduled to meet with the Chinese in the same trade, the tour guide should act as an interpreter if necessary. If an interpreter has been otherwise appointed, he can just sit aside and listen quietly. In case the tourists want to meet with their friends or relatives in China, the tour guide can help them with the arrangements, but usually he is not necessarily responsible for interpretation.

31. Questions and Answers on Ways of Solving Special Problems

When a group was visiting a tourist resort, the tour guides discovered that an old man was missing. What should the tour guides do in this case?

(1) In this case, the tour guides should first try to find out when and where the man was lost and then the national guide and the tour escort should look for him separately, while the rest of the group should follow the local guide to proceed with the tour.

(2) If they failed to find him, they should report to the nearby police station and the management of the tourist resort for help.

(3) In the meantime, they should call up the hotel to find out f the man had been back there.

(4) If not, they should phone to report the case to the local travel service.

(5) (They) should be prepared to deal with possible problems arising from the event.

(6) Finally, they should write out a report on the event.

32. What should the tour guide do if someone in the group is suspected of suffering from an infectious disease?

(1) In this case, the tour guide must first try to find out the details of the patient's condition.

(2) And then, he should report the case to the local travel service and further to the quarantine and epidemic prevention departments.

(3) If they consider it necessary to do epidemiological examination, the tour guide should talk over the matter with the tour leader and persuade the patient to have his health condition examined and his blood serum tested.

(4) If the patient is proved to be infected with contagious disease, he must be isolated for treatment. Other measures will be taken according to the requirements of the departments concerned.

(5) If the patient is a foreigner, he would be required to leave the country ahead of schedule. In this case, the tour guide must help him with the exit formalities.

(6) After the event, the tour guide should submit a written report to departments concerned, stating the details of the case and measures taken.

33. What should the tour guide do in case a tourist in the group suddenly had a heart attack?

(1) If the tourist is surely suffering from heart attack, the tour guide should immediately help him lie down on his back with his head cushioned to raise up a bit, and ask his family member to feed him with the first-aid medicine he has brought with him, so that his condition will improved.

(2) Then, the tour guide should call an ambulance to help or take the patient to the nearby hospital for treatment.

(3) In the meantime, he should ask the local travel service to send someone to help.

(4) When rescue treatment is in process, the local guide should ask the patient's family members to stay in the hospital.

(5) While the patient is staying in the hospital, the local guide should often come to visit. If the patient is a member of a foreign group, he should help him with such things as separating his visa from the group's collective visa, going through the formalities for leaving the hospital after his recovery and booking his home-bound transport ticket etc.

(6) Also, he should make good arrangements for sightseeing for the rest of the group.

34. What should the tour guide do if, by any chance, the tourists were robbed?

In this case, the tour guide should do a good job of the following:

(1) To dial 110 immediately to report the case to the police, stating clear the facts of the case, including when, where and how the robbery was, the features and appearance of the robbers, the names of the tourist group and the distinctive marks of the bobbed articles.

(2) To report the case to the local travel service for directions.

(3) To pacify the tourists to proceed with the tour.

(4) To write out a report, stating clear the case, emergency measures taken and the opinions and demands of the victims.

(5) To assist departments concerned to deal with problems arising from the event.

35. What precautions should the tour guide take when the group has just checked in at the hotel, in order to ensure that the tourists can quickly escape from the fire?

In order to ensure that the tourists can quickly escape from danger:

(1) The tour guide must try to acquaint himself beforehand with the route of escape and the locations of the fire exit and emergency staircase.

(2) He should bear in mind the fire emergency telephone number (119) and the room numbers of the tour escort and all other tourists of the group.

36. Suppose that the hotel suddenly catch fire and the fire scene is 2 stories below the floor where the tourist group is staying. How should the tour guide direct the tourists to save themselves?

At this critical moment, the tour guide must keep calm to make a sober judgment of the situation. The basic point of first importance is that, in case of fire, people must not try to escape by taking the elevator and in no case should they leap down from high up the building.

(1) If people caught fire on their clothes, they can roll on the floor o slap their bodies with heavy clothing to put out the fire.

(2) When people must pass through the dense smoke area, they must wrap their bodies and cover their mouths and noses with wet clothes and creep forward along the walls.

(3) If the room door is blocked by fire and people can not run away, they should stop up the chinks of the door with soaked clothes or beddings and splash water to lower the temperature.

(4) At the same time, they should wave colorful clothes out of the window to call for help.

37. What should the tour guide do if, by any chance, the tourists are poisoned by food?

In case the tourists suffer food-poisoning:

(1) The tour guide should tell the tourists to drink plenty of water and try to make them vomit, so as to eliminate the toxins from their intestines.

(2) Then, he should take them immediately to the hospital for emergency treatment and ask the doctor for a medical certificate.

(3) In the meantime, he should report the case to the local travel service to fix the responsibility on the restaurant.

38. The tourists of a group request some time before meal that the Western food meal previously reserved for them should be changed to a Chinese food meal, how should the local guide deal with the request?

(1) If their request (for substitution of Chinese food for Western food) is made 3 hours before the meal, the local guide should approach the restaurant and try to meet their requirement as far as possible.

(2) If they ask for the change just before the meal, the local guide usually can refuse but should tell them why it can not be changed.

(3) If they still insist in making the change, the local guide can suggest that they order the meal themselves at their own expense.

(4) Their request for additional dishes and beverage (in excess of the set quota) can be granted provided they agree to cover the extra charge.

39. While checking in the hotel, the local guide was informed that some of the double rooms they had reserved for the group had been replaced by triple rooms, how would you solve the problem if you were the local guide?

(1) Lodging the tourists in triple room falls short of the requirements provided in the tour contract, so, if I were the local guide of the group, I would undertake the responsibility of changing them back to double rooms.

(2) First, I would take up the matter with the hotel management and request that they should try their best to spare enough double rooms for the group. If they were not able to help, I would try other hotels nearby.

(3) If all my efforts resulted in failure, I must make an apology to the tourists to seek their understanding and promise them a suitable payment to make up the difference between the double and triple rooms.

(4) For further compensation and apology, I can order a better meal for them or give them some souvenirs, and I shall take care of them more attentively so that they will have the satisfaction of being cordially treated.

40. A foreign tourist asked the tour guide to purchase some articles for him and have them shipped to his country. What is the proper way for the tour guide to deal with the tourist's request?

In dealing with this kind of request from the tourists:

(1) The tour guide should first try to find an excuse to refuse tactfully.

(2) If it is hard to refuse at the insistent requests of the tourist, he should report the matter to his superior and ask for instructions.

(3) Then, he should get enough money from the tourist for purchase and shipment. When shipment is made, he should mall the original copies of the consignment bill and the receipt of purchase to the tourist, while keeping the duplicates for future reference.

41. What can a tour guide do to prevent the tourists from getting sick?

To ensure that the tourists will not get sick, the following precautions are necessary:

(1) The sightseeing program for the group must be carefully arranged. When planning the itinerary, the age and physical constitutions of the majority of the group members must be taken into account and margins of time must be left for relaxation as well as for sightseeing.

(2) Sometimes, the tour guide's advice against drinking then unbilled tap water in the hotel rooms and buying food from street peddlers is necessary.

(3) In changeable weather, the tour guide should often announce weather forecasts for the next day, so that the tourists will choose to dress themselves accordingly or bring an umbrella with them in a rainy day. At dry season, drinking more water and eating more fruit are also advisable.

42. A group scheduled to arrive this morning is now delayed until tomorrow before dinner and so the time of its stay in the local city will be shortened by one and a half days. In this case, what should the local guide do to cope with the change?

(1) In this case, the local guide must first of all, notify people concerned to cancel the earlier arrangements of meals and hotel accommodations for today.

(2) To reconfirm the reservations of the meals and hotel accommodations for tomorrow and the transport tickets for the next destination.

(3) The sightseeing program for the group must also be altered accordingly. While the tourist resorts of less importance could be skipped over, those of major importance must be retained.

(4) If time is too short, priority must be given to the tourist resorts that are typical of the local features.

43. Sometimes a travel service has to put a tourist group on an extra flight to leave ahead of schedule because the regular flight is full. Under these circumstances, how can the local guide get understandings from the tourists?

(1) In these circumstances, the local guide should first talk over the matter with the national guide and the tour escort and try to get cooperation and support from them.

(2) In the meantime, he should find out the persons of great influence in the group and try to talk them into consent.

(3) Then, he should honestly announce the real situation to the tourists and sincerely apologize for the change, so as to ask for their forgiveness and understanding.

(4) For further apologies, a substantial compensation could be made, if necessary.

(5) Besides, the local guide must make full use of the time to fulfill the scheduled sightseeing program.

44. As the road is not open, the tour guide has to cancel its one-day tour to the place. This has made the tourists feel quite unhappy. How does the local guide solve this problem?

(1) The local guide must arrange another activity as a substitute.

(2) He should try his best to arouse people's interest in the new arrangement with his eloquent and interesting speech.

(3) He should ask the national guide to report the matter to the tour organizer for a final decision.

45. Suppose that when you get to the train station, the tour group you are to meet has been waiting there for a long time, the tourists are very unhappy about waiting and the tour escort also blames you for being late. As the local guide of the group, what should you do in this case?

(1) In this case, I must make an apology to the tour escort, the national guide and all the tourists for my coming late.

(2) I should tell them the true reason why I've been delayed and assure them of my sincerity to do a good job for the group.

(3) To make amendment for my error, I should make full use of the time to fulfill the sightseeing program so as to receive understanding from the tourists.

(4) And, if necessary, I should give them a substantial compensation.

46. A tourist in the group told you that he didn't want to share a room with another person and asked for a single room for his very own. How will you manage to solve the problem?

(1) In this case I must first try to find out why the tourist made the request. If the reason is that the two room-mates are not getting along well because of their differences in opinions or in habits and customs, I will ask the tour escort to mediate between them or try to help them exchange rooms with somebody else in the group.

(2) If the tour escort failed to settle the problem, I can try to get an extra single room from the hotel, provided it's available. But, I must make it clear to that tourist beforehand that he should pay for it, because the general rule is that the person who asks for should pay.

47. What should the tour guide do in case the group has failed to catch the flight?

In case the group has lost the flight, the tour guide should do the following:

(1) He must report the matter immediately to the leaders of his travel company to ask for help.

(2) He must consult the airline and try to arrange another flight for the group to leave at an earliest possible time.

(3) He must have the meals, hotel accommodations and sightseeing well arranged for the tourists while they are detained, so as to relieve them from anxiety.

(4) Then, he must inform the travel service in the next destination city, so that they will alter the tour program for the group accordingly.

(5) And, of course, he must make an apology to the tourists for the mishap.

(6) Finally, he must write out a report to find out the cause of the event and to ascertain where the responsibility lies, so that the wrong-doer will be given disciplinary punishment and will answer for the losses incurred.

48. While sight-seeing in Guangzhou, a Chinese-American from the group reported that he had lost his passport, and could not find if. As the local guide, how would you assist him to get a new passport and visa?

In this case, I must help him apply for a new American passport and a new visa to China. This expense incurred from this must be borne by the person concerned.

(1) To help him apply for a new American passport, I must first get a certificate of loss from our travel service and have the tourist get his photos ready for use.

(2) With the certificate of loss from our travel service, the tourist must personally report the case to (the Foreigners' Exit and Entry Affairs Management Department of) the Guangzhou Public Security Bureau and ask for an official certificate of loss.

(3) With the certificate of loss from the Guangzhou Public Security Bureau, the tourist should

go to the American Consulate to apply for a new American passport.

(4) Then, with the new passport, he should go to the Guangzhou Public Security Bureau again to apply for a new visa to China.

49. While sight-seeing in Guangzhou, a Chinese in United States reported that he had lost his passport and could not find it. As the local guide, how would you assist him to get a new passport and visa?

In this case, I must help him apply for a new Chinese passport and a new American visa.

(1) To apply for a new Chinese passport, the tourist must first get his photos ready for use.

(2) And I must get a certificate of loss from our travel service.

(3) With the certificate of loss from our travel service, the tourist must go personally to the Public Security Bureau of Guangdong Province to report the loss and apply for a new passport.

(4) Then, with the new passport, the tourist should apply to the American Consulate in Guangzhou for an entry visa to the United States.

50. A Chinese in a tour group lost his identity card and the group is going to travel by plane. How should the tour guide first ask the local travel service to write out a letter of certification to prove the loss?

(1) The tour guide should first ask the local travel service to write out a letter of certification to prove the loss.

(2) With the letter of certification issued by the local travel service, the tourist must personally report the case to the local public security bureau.

(3) The local public security bureau would verity the case and issue a certificate to prove his identity.

(4) If it is impossible to get the certificate from the public security bureau, the tour guide should arrange for him to travel by other means of transport. The travel fares should be paid by the tourist concerned and final accounts will be settled after the tour according to the stipulations of the tour contract.

51. While arriving at the airport, a foreign tourist discovered that his luggage was missing on the way to China. How should the local guide help him?

(1) In this case, the local guide should take the tourist to the Lost Luggage Registration Office of the airport to report and register the loss.

(2) While the group is visiting the local city, the local guide should often telephone the airport to inquire about the result of their search for the luggage.

(3) When the luggage is not found for the moment, the local guide should help the tourist to buy his daily necessities.

(4) If eventually they give it up for lost, the local guide should help the tourist to claim compensation from the airline.

52. What should the tour guide do if the tourists are greatly discontented with the meals they've been served during their stay in this city?

(1) The tour guide should earnestly listen to and note down the opinions and complaints of the tourist.

(2) And (he should) report the matter to the local travel service, the hotel and restaurants, so that they will make improvement or take possible remedial measures to apologize to the tourists.

(3) Also, he should make a study of people's likes and dislikes of food and, before the group leaves, inform the travel service in the next city what's happened in the group, so that they can have the meals purposely arranged for the group in advance.

53. What should the national guide do to take care of the tourists who are liable to carsickness, airsickness or seasickness?

(1) To take good care of the tourists who are liable to carsickness, airsickness or seasickness, the national guide should warn them not to eat too much before traveling. He should remind them to take a right dose of carsickness preventive, but must warm them of the contraindications of the drug, because many carsickness preventives are harmful to health, especially for glaucoma sufferers.

(2) When assigning seats on the bus or plane, those at the less shaky position should be reserved for them.

(3) When the group is traveling a long distance by plane or train, the national guide should ask the attendants to help look after them.

54. What should the tour guide do if a tourist in the group fainted away for heatstroke?

(1) If someone fainted away for heatstroke, the tour guide should help him lie down on his back at a cool and shady place and unbutton his collar and loosen his waist-belt.

(2) Then, he should feed him some salted drinks and heatstroke preventive if they are available. If the patient has a fever, he should wipe his body with alcohol or cold water, so as to disperse the excessive heat from his body.

(3) When the patient's condition has improved, he can just let him sit or lie down to rest for a while.

(4) But, if his condition is still serious, he must take him to the hospital for further treatment.

55. What should the tour guide advise the tourists to do in order that they'll be secure from harm or attack while they are staying in the hotel?

In order to ensure that the tourists are secure from harm or attack while they are staying in the hotel, the tour guide should advise the tourists:

(1) that they should lodge their valuables in the safes of the hotel instead of carrying them so their persons or just leaving them about in the hotel rooms.

(2) that they should always leave their doors fastened when going in and out of their rooms and must not allow strangers or people who claim to be hotel workers (say, repairmen) to come into their rooms, especially at night.

In addition, the tour guide should advise the tourists against changing their money with private money-changers, so that they will not be fooled and cheated by evil people.

56. Following the original itinerary, the local guide got to the airport on time to meet the group. But the group did not come with the scheduled flight, what should he do now?

(1) He should immediately try to get in touch with people in his office to find out the reason.

(2) If the group is delayed for only a short time, he should keep in waiting in the airport.

(3) If it is delayed for a long time, he must work out a new sightseeing program for the group according to the arrangements of departments concerned.

57. While arriving at the hotel, the local guide found out that he had picked up a wrong group at the airport. What should he do then?

(1) First seek out the cause of the mistake.

(2) Try to find out the whereabouts of the group he should have taken and by whom it had been taken away by mistake, so that he could get in touch with it without delay.

(3) If his group was taken by someone from the same travel service as his and they both acted as local guides for the groups, they usually need not change their groups back to each other. But, if any of them was at once the local guide and national guide, they must change their groups back to each other even though they come from the same company.

(4) Then, he should honestly explain the whole thing to the tourists and sincerely apologize for the mistake.

58. Several foreign tourists would like to continue their travel in China after they had accomplished the original itinerary. How should the national guide help them?

(1) The national guide should ask the tour organizer travel service for instruction and then give them necessary assistance. He should get a letter of certification from the local travel

service, have their passports and the collective visa of the group ready and then take them to the local public security bureau to separate their visas from the collective one and extend their individual visas of that they can stay longer in China. He should also help them reserve hotel accommodations and transport tickets. All the expenses incurred from these must be covered by the tourists themselves.

(2) If the tourists need continuous guide service and other services, the national guide should help them conclude a new contract with the travel service.

59. In case that the tour bus was turned over, three people were seriously injured and many were slightly wounded. What would you do in this case if you were the tour guide of the group?

(1) At this critical moment of life and death, I must lose no time in arranging first-aid treatments for the wounded.

(2) I must keep the accident scene intact and call departments concerned for help.

(3) At the same time, I should report the accident to the local travel service.

(4) Try to placate the tourists of the group.

(5) Finally, I should write out a report about the accident.

60. What should the tour guide do to prevent traffic accidents from taking during the tour?

In order to avoid the possibility of traffic accidents, the tour guide should do as following:

(1) Before setting out to meet the group, the tour guide should ask the driver to check and make sure that the bus is in good condition or request that the bus be changed if any breakdown has not been fixed.

(2) When the tour guide is planning the sightseeing program, he must leave adequate margins of time to allow for traffic jams and other possible delays, so that the driver will not be pressed to drive over speed limit to hurry on with the journey.

(3) When driving in bad weather or on rough or heavily trafficked roads, the tour guide should warn the driver not to drive rashly.

(4) When occasion requires, the tour guide should advise the driver against allowing other drivers to drive his bus.

(5) When he's at work, stop him from having alcoholic drinks.

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